

# GOGEBIC RANGE BANK

## LOAN OPERATIONS CLERK JOB DESCRIPTION

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<b>TITLE:</b>	<b>Loan Operations Clerk</b>	<b>SHIFT:</b>	<b>Monday-Friday 8:00 a.m.-4:30 p.m.</b>
<b>FLSA:</b>	<b>Non-Exempt</b>	<b>LOCATION:</b>	<b>Operations Center Bessemer, MI</b>
<b>SEGMENT:</b>	<b>Lending</b>	<b>REPORTS TO:</b>	<b>Loan Operations Manager</b>
<b>CATEGORY:</b>	<b>Full Time</b>	<b>DATE:</b>	<b>October 16, 2024</b>

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### SUMMARY

The position of Loan Operations Clerk is responsible for performing routine and intermediate duties related to consumer, real estate and business loan applications; generates loan documentation for all types of loans; processes consumer, commercial and real estate loan payments and advances on lines of credit; prepares DDA overdraft protection line documents; boards loans on the Bank's mainframe computer system; works daily insurance and monthly reports; distributes daily and monthly reports; and promotes business for the Bank by maintaining good customer relations and referring customers to appropriate staff for new services.

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### ESSENTIAL DUTIES

1. Begins credit request process; inputs applicant information such as borrower's name and address; inputs the appropriate purpose, NAICS and CRA codes; lists loan amount, terms, grade, purpose, collateral and account balances; orders preliminary reports (e.g., title, flood, UCC, Secretary of the State, etc.).
2. Runs credit reports on current or prospective borrowers as necessary for all related interests.
3. Conducts account research to update customer's complete banking relationship.
4. Processes consumer, commercial and real estate loan payments and advances.
5. Reviews loan approvals to ensure information is complete; follows up to obtain missing data; inputs data and generates loan documents on the loan documentation system or word processing software ensuring accuracy and completeness.
6. Prepares and sends commitment, engagement, auction and decline letters.
7. Prepares documents for Small Business Administration (SBA) loans ensuring accuracy and completeness and compliance with federal regulations.
8. Sets up and maintains credit and other files for documentation and compliance, vehicle title work and UCC filings.
9. Works with insurance policies and related reports; contacts agents; works closely with loan officers and customers to ensure proper insurance is received and maintained.
10. Analyzes and processes all incoming draws, reviews documentation for proper approvals and makes loan disbursements to voucher control company or borrower in accordance with contracts.
11. Monitors collateral addendas and other tickler system to ensure proper receipt of UCC, Deeds of Trust, and Title Policy filings and other documentation.
12. Sorts and distributes daily and monthly loan reports to applicable branches or departments.
13. Answers the telephone; responds to routine loan officer or customer inquiries relative to account balances, loan balances and payoff requests.

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14. Assists loan officers and other personnel to ensure proper related documentation is prepared and/or provided.
15. Closes paid loans and terminates collateral when applicable.
16. Corrects loan accounting system errors as necessary.
17. May process various loan reports and callbacks.
18. Provides effective customer service and assists in resolving problems within given authority.
19. Calculates loan pay off amounts for all types of loans.
20. Cross trains in all loan servicing functions.
21. May be required to perform official notary services.
22. Types routine letters reports and forms.
23. Maintains files, copies and faxes documents, and orders and distributes supplies.
24. Treats people with respect; keeps commitments; Inspires the trust of others; works ethically and with integrity; upholds organizational values; accepts responsibility for own actions.
25. Demonstrates knowledge of and adherence to Equal Employment Opportunity (EEO) policy; shows respect and sensitivity for cultural differences; educates others on the value of diversity; promotes working environment free of harassment of any type; builds a diverse workforce and supports affirmative action.
26. Assures compliance with all Bank policies and procedures and all applicable state and federal banking laws, rules and regulations.
27. Completes administrative tasks correctly and on time; supports the Bank's goals and values; benefits the Bank through outside activities.
28. Performs the position safely, without endangering the health or safety to themselves or others and will be expected to report potentially unsafe conditions. The employee shall comply with occupational safety and health standards and all rules, regulations and orders issued pursuant to the OSHA Act of 1970, which are applicable to one's own actions and conduct.

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### **SECONDARY DUTIES**

The position of Loan Operations Clerk performs duties specific to the position and other functions as assigned.

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### **SUPERVISORY RESPONSIBILITY**

The position of Loan Operations Clerk is not responsible for the supervision of any employee(s).

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### **ENVIRONMENT AND PHYSICAL ACTIVITY**

The incumbent is in a non-confined office-type setting in which he or she is free to move about at will. The position includes driving a Bank or personal owned vehicle approximately 5% of the time which includes exposure to the outside weather elements and moving mechanical parts. It may include some minor annoyances such as noise, odors, drafts, etc.

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The incumbent in the course of performing this position spends time writing, typing, speaking, listening, lifting (up to 50 pounds), driving, carrying, seeing (such as close, color and peripheral vision, depth perception and adjusted focus), sitting, pulling, walking, standing, squatting, kneeling and reaching.

The incumbent for this position may operate any or all of the following: telephone, cellular phone, copy and fax machines, adding machine (calculator), check protector, scanner and image systems, scanning equipment, encoder, money counter, credit card terminal, typewriter, computer terminal, laptop computer, personal computer, tablet, printers, or other equipment as directed.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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### **MENTAL DEMANDS**

The incumbent in this position must be able to accommodate to reading documents or instruments, detailed work, problem solving, customer contact, reasoning, math, language, presentations, verbal and written communication, analytical reasoning, stress, training, multiple concurrent tasks, and constant interruptions.

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### **MINIMUM REQUIREMENTS**

These specifications are general guidelines based on the minimum experience normally considered essential to the satisfactory performance of this position. The requirements listed below are representative of the knowledge, skill and/or ability required to perform the position in a satisfactory manner. Individual abilities may result in some deviation from these guidelines.

- High school diploma or two year certificate from college or technical school; or three years related experience and/or training; or the equivalent combination of education and experience. Work related experience should consist of a credit or loan processing background. Educational experience, through in-house training sessions, formal school or financial industry related curriculum, should be business or financial industry related.
- Basic level of work experience, knowledge and training in all loan servicing activities and terminology.
- Basic knowledge of related state and federal banking compliance regulations, and other Bank lending policies.
- Basic knowledge of title policies and related loan regulations such as RESPA, HMDA and other Bank lending policies on loans to directors.
- Basic skills in computer terminal and personal computer operation; host computer system; word processing, spreadsheet and specialty software programs.
- Intermediate typing skills to meet production needs of the position.
- Intermediate math skills; calculate interest, commissions, proportions, and percentages; balance accounts; add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals; locate routine mathematical errors; compute rate, ratio and percent, including the drafting and interpretation of bar graphs.
- Effective verbal, written and interpersonal communication skills with the ability to apply common sense to carry out instructions, interpret documents, understand procedures, write reports and correspondence, and speak clearly to customers and employees.

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- Ability to deal with difficult problems involving multiple facets and variables in non-standardized situations.
- Good organizational and time management skills.
- Ability to work with general supervision while performing duties.
- Current driver's license and a vehicle with appropriate insurance coverage if required to drive in the course of performing assigned duties and responsibilities. This may include but not limited to: courier duties to the Post Office and between the Main office, the Bessemer office and the Operations Center.

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Management reserves the right to change this job description at any time according to business needs.