

**ADIRONDACK BANK
POSITION DESCRIPTION**

TITLE: Loan Servicing Manager, Vice President
DEPARTMENT: Loan Administration
LOCATION: 185 Genesee St. Utica, NY, 8th Floor
REPORTS TO: Senior Vice President, Loan Administration
GRADE:

SUMMARY

Manages all aspects of the Loan Servicing Function in support of both commercial, residential and consumer loans. Facilitates existing processing and develops new processes which are highly effective, efficient systems for the processing of loan requests. Ensure the processes meet customer service and regulatory requirements for consistent and accurate data integrity. Responsible for the successful execution of the operation processes in compliance with applicable laws, and regulatory guidelines.

ESSENTIAL DUTIES & RESPONSIBILITIES

1. Leads the activities and/or operations of a loan production team responsible for loan processing, documentation, review, lien perfection, post-closing tasks and construction draws.
2. Review and resolve discrepancies on mortgage, consumer and commercial loan documents to ensure accuracy and compliance with approvals, policies and regulations.
3. Develop and maintain strong, positive relationships with customers, loan analysts, loan originators and commercial origination team and other functional areas.
4. Review and reengineer processes, identify efficiencies and inaccuracies and create solutions resulting in a streamlined and accurate process.
5. Utilize negotiation and problem-solving skills daily with customers, participating banks and co-workers.
6. Develops and maintains department procedures that incorporate all regulatory requirements.
7. Understand the abilities, features and capabilities of the appropriate banking applications. Interpret policies when reviewing complex loan transactions.
8. Responsible for the booking of new commercial loans and renewals. Record required collateral liens (UCC, MV900).
9. Responsible for loan sales and delivery to investors such as Freddie Mac and other third-party entities which the Bank sells loans to. Ensures the delivery of sold loans by set deadlines, receives incoming wires and the completion of funding sheets for accounting area.
10. Commercial loan processing to include preparation of some documents, preparing guarantees, booking of new commercial loans, and building the legal and credit files.
11. Ensure data integrity regarding lending systems by maintaining proper controls for functions such as processing, doc prep, booking, and maintenance changes.
12. Collaborate and partner with various lines of business throughout the bank on lending issues and projects.

13. Spearhead Loan Operations related projects to improve processes or upgrade systems; Evaluate, manage and implement system enhancements that contribute to the Bank's technology strategy.
14. Ensure processing service levels and deadlines are met, and plan for variable volume levels to effectively maintain timely service.
15. Manage budgetary responsibility for the department.
16. Work closely with the Bank's Risk Department to ensure audit discrepancies are corrected in a timely fashion and are prevented from future occurrence.

MANAGERIAL RESPONSIBILITIES

Manages all aspects of the Loan Servicing Functions – Loan Operations is responsible for the direct management of the servicing team, and carries out responsibilities in accordance with the Bank's policies and applicable laws. This position may also be responsible for the direct supervision of on-site consultants, auditors, and/or vendors engaged in Loan Servicing operations.

SECONDARY DUTIES

May be asked to participate in (and/or be a member of) various Bank committees and projects as assigned; also performs functions specific to the position and other duties as assigned.

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.

- Bachelor's degree or equivalent education from a technical or trade school; or 6 years related experience and/or training; or equivalent combination of education and experience. Work related experience should consist of a loan servicing background in information, products or services. Educational experience, through in-house training sessions, formal school or related curriculum.
- Strong knowledge of Bank Operations and lending products and services; related state and federal laws and regulations, and other Bank operational policies and procedures.
- Exceptional organization skills with the ability to handle complex multifaceted issues and respond quickly and effectively to various situations.
- Knowledge of related state and federal lending and compliance laws and regulations, and other Bank lending policies.
- Exceptional oral, written and interpersonal communication skills with the ability to apply common sense to carry out instructions, interpret documents, understand procedures, write reports and correspondence, speak clearly to customers and employees.
- Intermediate math skills; calculate interest and 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.
- Demonstrate strong analytical and project management skills for a variety of tasks and projects.
- Ability to work autonomously with minimal supervision while performing duties.
- Knowledge of loan accounting preferred.