

Farmers & Merchant Bank

Loan Assistant II

Job Description

Exempt: No
Department: Loans
Reports To: Various Titles
Location: Designated Bank or Branch
Date Prepared: July 29, 2019
Date Revised: October 22, 2019
Safety Sensitive: No

GENERAL DESCRIPTION OF POSITION

Provides secretarial and clerical support to loan officers. Prepares loan documentation and provides assistance to customers. The incumbent in this position will have the capability to handle the more complex loans.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Prepares business, dealer, consumer loan and commercial real estate documents; types forms, correspondence, builds loan files, crop list, spreadsheets, participation purchased and sold, etc.; performs routine arithmetic calculations, calculates debt to income ratios and completes pricing matrix.
2. Closes loans as needed; disburses loan proceeds; distributes documents; pays appropriate fees and files legal documents.
3. Provides assistance to customers; within authority, answers questions concerning loans and or loan accounts.
4. Establishes and maintains customer and department records and files.
5. Answers phones, directs calls to appropriate officer or department, and answers emails in a prompt and timely manner.
6. Processes bankruptcy claims, child support and IRS tax levies.
7. Receives and processes note payments and participations purchased and sold payments; updates information on computer.
8. Checks credit application and prepare loan denials.
9. Collects all financial information for the customers file from the loan officer in order to process the loan application.
10. Prepares documentation within the required time frame after application is accepted by the loan officer.
11. Orders all necessary flood determinations, title insurance, credit reports, survey, termite, and any additional requirements requested by the loan officer.

12. Requests appraisals, environmental audits, and evaluations from credit analyst.
13. Follows and tracks all documents ordered to ensure the loan closes in a timely manner.
14. Reviews all documentation that is received and fulfills all requirements within compliance to close the loan.
15. Prepares all loan extensions and modifications for the loan officer.
16. Mails customer past due letters as instructed by the loan officer.
17. Satisfies all loan exceptions included on the quarterly report.
18. Prepares any documentation for special asset committee per loan officer request.
19. Perform any other related duties as required or assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION AND EXPERIENCE

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 3 years related experience and/or training, or equivalent combination of education and experience.

COMMUNICATION SKILLS

Ability to read and understand documents such as policy manuals, safety rules, operating and maintenance instructions, and procedure manuals; Ability to write routine reports and correspondence. Ability to effectively communicate information and respond to questions in person-to-person and small group situations with customers, clients, general public and other employees of the organization.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts such as fractions, ratios, and proportions to practical situations.

CRITICAL THINKING SKILLS

Ability to solve practical problems and deal with a variety of known variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, or diagram formats.

REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS

Not indicated.

PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS

Not indicated.

SOFTWARE SKILLS REQUIRED

Basic: Spreadsheet, Word Processing/Typing

INITIATIVE AND INGENUITY

SUPERVISION RECEIVED

Under direction where a definite objective is set up and the employee plans and arranges own work, referring only unusual cases to supervisor.

PLANNING

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work; may also occasionally assist in the planning of work assignments performed by others within a limited area of operation.

DECISION MAKING

Performs work operations which permit frequent opportunity for decision-making of minor importance and also frequent opportunity for decision-making of major importance; the latter of which would affect the work operations of other employees and/or clientele to a moderate degree.

MENTAL DEMAND

Close mental demand. Operations requiring close and continuous attention for control of operations. Operations requiring intermittent direct thinking to determine or select the most applicable way of handling situations regarding the organization's administration and operations; also to determine or select material and equipment where highly variable sequences are involved.

ANALYTICAL ABILITY / PROBLEM SOLVING

Moderately structured. Fairly broad activities using moderately structured procedures with only generally guided supervision. Interpolation of learned things in somewhat varied situations.

RESPONSIBILITY FOR WORK OF OTHERS

Responsibility for work of others: Not indicated.

RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT

Occasionally responsible for organization's property where carelessness, error, or misappropriation would result in moderate damage or moderate monetary loss to the organization. The total value for the above would range from \$5,000 to \$150,000.

ACCURACY

Probable errors would not likely be detected until they reached another department, office or patron, and would then require considerable time and effort to correct the situation. Frequently, possibility of error that would affect the organization's prestige and relationship with the public to a limited extent, but where succeeding operations or supervision would normally preclude the possibility of a serious situation arising as a result of the error or decision.

ACCOUNTABILITY

FREEDOM TO ACT

Directed. Freedom to complete duties as defined by wide-ranging policies and precedents with mid to upper-level managerial oversight.

ANNUAL MONETARY IMPACT

The amount of annual dollars generated based on the job's essential duties / responsibilities. Examples would include direct dollar generation, departmental budget, proper handling of organization funds, expense control, savings from new techniques or reduction in manpower.

None. Job does not create any dollar monetary impact for the organization.

IMPACT ON END RESULTS

Moderate impact. Job has a definite impact on the organization's end results. Participates with others in taking action for a department and/or total organization.

PUBLIC CONTACT

Regular contacts with patrons where the contacts are initiated by the employee. Involves both furnishing and obtaining information and, also, attempting to influence the decisions of those persons contacted. Contacts of considerable importance and of such nature, that failure to exercise proper judgment may result in important tangible or intangible losses to the organization.

EMPLOYEE CONTACT

Contacts with other departments or offices and also frequently with individuals in middle level positions; consulting on problems which necessitate judgment and tact in presentation to obtain cooperation or approval of action to be taken. Also, important contacts with associates as required in advanced supervisory jobs.

USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS

Regular use of complex machines and equipment (desktop/laptop computer and software, road and production machines and equipment, driver's license/cdl, etc.)

WORKING CONDITIONS

Periodically exposed to such elements as noise, intermittent standing, walking, occasionally pushing, carrying, or lifting; but none are present to the extent of being disagreeable.

ENVIRONMENTAL CONDITIONS

The following work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

PHYSICAL ACTIVITIES

The following physical activities 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 and expectations.

Semi-repetitive, low physical. Semi-repetitive type work which requires periods of concentration for varied time cycles as prescribed by the tasks.

While performing the functions of this job, the employee is regularly required to sit, talk or hear; frequently required to use hands to finger, handle, or feel; and occasionally required to stand, walk, reach with hands and arms. The employee must frequently lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; and color vision.

ADDITIONAL INFORMATION

OTHER SKILLS AND ABILITIES: Ability to use general office equipment such as typewriter, financial calculator, copier and facsimile machine; ability to use personal computer and word processing software.

OTHER REQUIREMENTS: Strong verbal, organization and interpersonal skills. Ability to organize, prioritize work, and to meet deadlines.