



# We're **HIRING**

We're looking for high energy, self-motivated team members to fill this opening!

## **LOAN OPERATIONS MANAGER**

### **POSITION SUMMARY**

The primary responsibility of this position is the supervision and leadership of the Loan Operations Department. This department is responsible for the document prep, booking, retaining, tracking, and reporting of loans on the bank's books.

### **ACCOUNTABILITIES**

- Plan, direct, or coordinate the activities of team members in the loan operations department including development and distribution of monthly schedules and approval of time sheets and leave requests weekly.
- Monitor, document, and discuss subordinate team member performance on a regular basis to include formalized annual performance evaluations and counseling forms as needed.
- Train, direct, and coach subordinate team members to successfully service and assist bank internal and external customers in all functional areas of their roles.
- Review and approve unusual transactions as well as answer subordinate team member questions regarding such transactions.
- Lead staff meetings to identify, coach, and train on relevant topics related to department performance.
- Ensure compliance with all bank policies and procedures to obtain satisfactory audit results.
- Lead and direct special projects specific to the loan operations department.
- Evaluate staffing needs and recommend changes to Chief Credit Officer for consideration.
- Participate in and lead interviews for potential new team members.
- Supervise team in examining and analyzing the completion of loan documents
- Supervise team and have ability/knowledge to assist in the completion of loan packages including verification, examination and accuracy of loan application and closing documents.
- Supervise team and have ability/knowledge to monitor, maintain, and report all relevant information related to loan portfolios.
- Oversight of team in keying and check back of account / loan maintenance.
- Work with staff to handle customer complaints and take appropriate action to resolve them.
- Stay abreast of new types of loans and other financial services and products to better meet customers' needs and how PCB can benefit from these services.
- Manage the pipeline for all pending loans and complete required management reports for both pending and existing loans; as well as communicating with branches and/or applicants by providing timely updates and progress reports.
- Review, implement, & manage applicable platforms and loan software including training of other team members.
- Be informed and make recommendations for customer questions / complaints through direct involvement or coordination with bank leadership.
- Other duties as may be deemed necessary to support Bank activities.



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## COMPETENCIES

- Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.
- Handling complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others.
- Able to adjust quickly to different work situations in a fast-paced environment.
- Must be able to communicate thoughts clearly and professionally, both verbally and in writing.
- Must always maintain confidentiality.
- Regard for details to assure accuracy in all aspects of the job, detect errors and follow through on corrections.
- Ability to utilize various software platforms.
- Maintain knowledge and understanding of all applicable laws, regulations, and bank policies and procedures.
- Ability to manage time to complete assignments and responsibilities, prioritize multiple tasks, work efficiently, meet short deadlines, take direction, and maintain efficiency despite frequent interruptions.
- Ability to establish and maintain cooperative and professional working relationships with those contacted in the course of work, including employees in other departments or facilities, vendors, and customers.
- Coordinating the work activities of others. Provide coaching and development for other team members.

## QUALIFICATIONS

- Bachelor's degree or an equivalent combination of experience
- 10+ years of banking or related management experience (preferred)
- Experience with supervising and directing other employees
- Thorough understanding all types of loans and regulatory compliance issues
- Strong verbal and written communications skills
- Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions
- Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- Motivating, developing, and directing people as they work, identifying the best people for the job
- Strong relationship-building skills
- Excellent time management and organizational skills
- Attentive to detail
- Ability to work independently as well as complete projects using a team
- Strong computer skills and be proficient in Microsoft Word, Excel, and PowerPoint