



Job Posting

Position: Loan Servicing Specialist

FLSA Status: Non-exempt

Pay Range: \$25-34/hour

Department: Loan Operations

Location: Hammond

Hours Needed: 8:30am-5pm, Monday-Friday

Position Summary: The Loan Servicing Specialist's primary responsibility will be to perform general servicing of all loans and ensure that each loan is compliant with the bank's Loan Policy, Credit Memo, SBA Authorization (when applicable), and the SBA's SOP (when applicable) for the life of the loan and complies with American Bank's internal loan requirements.

Job Responsibilities:

- Monitoring and clearing of outstanding loan exceptions
- Monitoring of unpaid insurance and taxes
- Evaluating insurance reports from external tracking vendor to ensure compliance with Bank policy and accuracy of data being reported
- Force place flood and hazard insurance as necessary
- Evaluate reports from property tax vendor to ensure accuracy and force place as necessary
- Work with lenders on past-due accounts
- Work with Credit Dept on annual financial review requests
- Disburse escrow payments as required on loans in the portfolio
- Process loan payoff requests within Bank established guidelines
- Mailing of possessory collateral timely on paid off loans
- Preparing mortgage releases and affidavits on lost notes as necessary
- Oversee the file room and proper recordation of files checked in and out
- File items received from lending staff in the credit and collateral files and/or imaging system
- Pull and re-file loan files for audits, research, and lenders, as needed
- Answer telephone calls from internal and external customers
- Research and resolve internal and external customer issues promptly
- Working of loan transactions that have not posted on the core system daily
- Perform a review of all loan transactions booked onto the core system to ensure accuracy with loan documentation, filling in applicable tracking information as necessary
- Consistently support the Bank and its core values
- Follow all policies and procedures
- Additional duties may be assigned by supervisor

Requirements:

- High school diploma or equivalent required
- 2+ years experience in loan operations or servicing, or as a Commercial Lending Assistant or similar role
- Previous experience in a Bank setting highly preferred
- Experience using Horizon XE, FDM, ImageCentre, LaserPro, and Spark (or industry equivalent platforms) required
- Experience reading, reviewing, and interpreting loan and lien documentation
- Knowledge of consumer and commercial lending, and state and federal compliance regulations

- Excellent organizational, critical thinking, analytical, and problem-solving skills
- Strong communication and customer service skills
- Detail oriented with a strong focus on accuracy
- Ability to prioritize tasks and work in a fast-paced environment that changes quickly
- Knowledge of personal computers including the Microsoft Office suite of products

Benefits:

- Medical, Dental, and Vision Insurance
- Company Provided Life and Disability Insurance
- Paid Time Off
- 401(k) with Employer Match
- Tuition and Professional Development Assistance

American Bank is an Affirmative Action and Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, or protected veteran status and will not be discriminated against on the basis of disability.