

GNB
JOB DESCRIPTION

TITLE: Loan Support

INCUMBENT:

SUPERVISOR: Loan Support Manager

STATUS: Full-time; non-exempt

GRADE: 4

DATE: July 2018

BASIC FUNCTION: Assists lenders with loan documentation, loan processing, and file auditing for all loans. Cross-serves customers by introducing them to other products and services they may need.

MAJOR DUTIES - ESSENTIAL

1. Performs a variety of loan support activities:
 - a. Examines notes and supporting documents for completeness.
 - b. Prepares loan documents in loan software as part of the GNB LaserPro Loan Support Group.
 - c. Provides assigned lenders with assistance in a variety of credit administration activities including, but not limited to document preparation, file organization, documentation, contact with third party providers, filing and recording of legal documents as well as other activity related to maintaining a properly documented file and quality service to the customer.
 - d. Processes loan advances and payments.
 - e. Prepares reports and spreadsheets as requested.
 - f. Inputs new notes into core processor's system.
 - g. Inputs loan extensions and modifications as needed.
2. Serves as a back-up for all basic teller functions:
 - a. Represents the bank to the customer in a courteous and professional manner, providing prompt and accurate service in the processing of transactions.
 - b. Receives and processes commercial and individual checking and savings deposits and withdrawals. Receives loan payments.
 - c. Accepts checks for paying or cashing within predetermined limits.
 - d. Sells cashier's checks.
 - e. Maintains and balances cash window. May balance ATM.
 - f. Balances coin machine; wraps loose coins; counts and packages currency.
 - g. Assists with the preparation of bank mailings.

- i. May operate branch capture machine to verify daily transactions.
3. Answers and routes incoming telephone calls. Takes and delivers messages.
4. Greets visitors and customers and directs them to appropriate area.

MAJOR DUTIES - NON ESSENTIAL

1. May perform a variety of clerical projects as assigned by supervisor.

MAJOR ACCOUNTABILITIES

1. Balancing within established standards.
2. Positive customer relations.
3. Comprehensive knowledge of deposit products, services and teller software programs.
4. Efficient use of teller and branch capture machines.
5. Satisfactory performance in promoting and cross-serving existing and prospective customers through referrals to other bank products and services.
6. Timely and accurate completion of work.

NATURE AND SCOPE: Work is performed under general supervision and within established policies and procedures. Occasionally some judgment may be required in making a referral to another area of the bank; waiving fees; recommending products and resolving customer complaints. Incumbent must be able to recognize irregularities or suspicious transactions.

SUPERVISORY AUTHORITY: None

WORKING RELATIONSHIPS - INTERNAL: Works closely with the loan officers, Branch Manager, and other branch staff.

WORKING RELATIONSHIPS - EXTERNAL: A primary contact with customers by phone and in person.

KNOWLEDGE, SKILLS & ABILITIES

Education/Experience: High school diploma. Minimum of one year experience in cash handling, customer service, teller or financial services experience required.

Equipment Used:

Copier	Telephone
10-Key Calculator	Branch Capture Machine
Computer and Printer	

Hearing/Visual/Physical Requirements: Must be able to receive customer request and assignments through verbal and written communication. Vision is required to verify paying and receiving transactions. Working with a computer screen is an important part of the job. Proofreading and ability to decipher handwritten material requires good visions. Lobby

communication with customers requires good hearing ability due to other sound distractions. Must be able to lift 30 pounds in order to carry bag of coin and carry and deliver mail.

Skills: Must be competent in the use of a ten-key calculator and a typewriter/computer keyboard. Well-developed communications and public relations skills are required. A high level of interpersonal skills both verbal and written is required to communicate effectively with customers in a professional manner is essential.

Confidentiality: Handles routine confidential information.

Sociological: Must work well under stress and adapt to change. The ability to deal with those in other areas of bank is important to meet customer needs. Must be able to handle customer and interdepartmental problems and complaints in a nonreactive, non-confrontational manner. Incumbent must be able to adapt to flexible work schedule to accommodate peak times. Should possess initiative to proactively identify and seek sales opportunities.

SIGNATURES

Employee

Employer