

If you are looking for a challenging and rewarding career, we would like you to join our Security Bank of Kansas City team! Our banking professionals receive paid training and ongoing education, opportunities for growth and advancement, great benefits, and use the latest in technology to help make the experience at Security Bank of Kansas City a pleasant one for our staff as well as our customers!

Job Description:

*The **Loan Administration Supervisor** oversees the daily operations of all Loan Administration Assistants. This position is responsible for providing direct supervision to staff and providing hands on support whenever needed. In addition to supervisory duties for the department, this position coordinates staff coverage, works to create efficiencies while enhancing procedures, provides support to other departments of the bank to resolve more complex customer service issues, and takes on special projects within the department. This position is also responsible for departmental training and coaching.*

Essential Job Duties & Responsibilities

The duties include but are not limited to the following:

- Oversee the daily operations of the Loan Administration Assistants, including but not limited to: training and coaching, performance reviews, scheduling, time-off requests and addressing employee or lender concerns.
- Ensures compliance with all legal and regulatory lending functions.
- Responsible to respond, report, and recommend changes with respect to Internal Audits completed for Loan Administration functions.
- Work with Lender to gather all necessary and/or required loan documentation, including but not limited to: credit bureau reports, appraisals, title commitment, settlement statements, vehicle title, insurance and flood certificate.
- Work with LaserPro Documentation Support to obtain loan documents. Review and verify all loan documentation received from LaserPro Documentation Support for accuracy and completeness prior to submitting to Lender for closing.
- Obtain final signature on documents and once received forward information to Silverlake Support (Loan Operations) for input to core system and funding. Verify Silverlake loan input including document tracking exceptions.
- Send any documents for recording and file Notice of Liens and UCCs
- Set up, organize, and maintain electronic credit files.
- Review documents uploaded to Synergy for accuracy.
- Follow up on documentation exceptions and report to the Loan Administration Manager.
- Complete loan checklist for all new files.
- Process construction draws and review against budget.
- Provide excellent customer service, both in-person, phone and mail, which includes making loan payments for borrowers and advances on loans per the Loan Officer/Borrower.
- General oversight of loan administrations as outlined below:

- o Verify loan payments received by Tellers
 - o Verify loan file maintenance
 - o Complete loan verifications
 - o Prepare lien releases, deeds of release, mortgages, etc.
 - o Prepare letters and other correspondence
 - o Prepare payoff letters
 - o Process payment for outstanding invoices (title companies, etc.)
- Additional duties/tasks as assigned.

Required Skills & Abilities

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Highly effective and professional interpersonal, verbal, and written communications skills
- Ability to maintain confidential information appropriately and exercise discretion, sensitivity, tact and respect for confidentiality and sensitive situations at all times.
- Solid knowledge of the legal and regulatory environment for all lending functions
- High energy and positive attitude; willing to do what it takes to get the job done.
- Ability to keep accurate, orderly files and records, excellent proofreading skills.
- Flexible, adaptable, ability to accept change positively and inspire the same in others.
- Excellent project management skills with the ability to balance multiple projects and/or issues.
- Highly organized, self-motivated, and detail-oriented
- Excellent customer service abilities with strong follow-up skills

Minimum Education & Experience:

- Minimum five years' experience in commercial lending and commercial real estate lending.
- Solid knowledge of Microsoft Office programs (Outlook, Powerpoint, Excel, Team, Word, etc.)
- Experience with LaserPro documentation software
- Electronic signature software (DocuSign, Adobe Sign, ProSign, etc.)

Valued, but Not Required Skills & Experience:

- Jack Henry Core Banking Processing System Silverlake

Equipment Requirements:

- Telephone
- Voice mail system
- Computer Monitor

- Personal Computer
- 10 Key Calculator
- Typewriter - electronic
- Copy Machine
- Fax Machine
- Multi-drawer File Cabinet
- Multi-shelf Cabinet
- Scanner/Digital Imaging

Physical Demands & Work Environment

The physical demands and work environment characteristics described here are representative of those that must be met by the employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- **Physical Demands:** While performing the duties of this job, the employee is regularly required to walk, talk, see and hear. The general level of physical activity would be defined as sedentary. The employee is occasionally required to stand and frequently required to sit; use hands to finger, handle, or feel; reach with hands and arms. Some movements of the hands, arms, and wrists may involve repetitive motions. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception, and ability to adjust focus. Regular attendance and punctuality are necessary and essential functions.
- **Cognitive/Mental Requirements:** While performing the duties of this job, the employee is required to comprehend and use basic language, either written or spoken, to communicate information and ideas, both simple and complex. The employee is also required to use logic to define problems, collect information, establish facts, draw valid conclusions, interpret information and deal with abstract variables for unique or unfamiliar situations; also requires use of problem-solving skills including formulating and applying appropriate course of action for routine or familiar situations. The employee may be required to perform numerical operations including basic counting, adding, subtracting, multiplying and dividing or more complex quantitative calculations.
- **Work Environment:** While performing the duties of this job, the employee is inside a central heat and air-conditioned office building. The noise level in the work environment is minimal.

Other Information:

Statements included in this job description are intended to describe the general nature and level of work performed by the employee(s) assigned to this job. The statements are not intended to be construed as an exhaustive list of responsibilities, duties and skills required.

Accommodations will be made to allow for meeting requirements when it does not place an "undue hardship" on Security Bank of Kansas City.

Security Bank of Kansas City is an Equal Opportunity / Affirmative Action employer.