



Loan Operations Manager

Location: N. Ridge Rd | Wichita, KS

Role Summary

The Loan Servicing Manager oversees the day-to-day operations of the loan servicing department, ensuring the accurate and efficient servicing of mortgage, consumer, and commercial loans. This role is responsible for delivering high-quality service to customers while maintaining compliance with internal policies and regulatory requirements. Key areas of oversight include insurance tracking, processing charge-offs and recoveries, reviewing new and renewed loan files, managing file scanning workflows, and responding to loan-related inquiries. The manager leads a team of servicing professionals, promotes operational excellence, and collaborates with cross-functional departments to support portfolio integrity and continuous process improvement. Success in this role requires strong leadership, attention to detail, and a deep understanding of loan servicing practices across multiple loan types.

If you are a thoughtful, service-driven leader who takes pride in reliable operations and developing strong teams, we invite you to apply and join the Legacy Bank team!

Apply online at: <https://legacy.bank/careers/> or email your resume and cover letter to hr@legacy.bank.

Responsibilities

- Manage and develop Loan Department Supervisors to maximize productivity, efficiency, and the potential of the human assets of the company, including: hiring, directing job assignments, monitoring staff performance, coaching, counseling, training, assuring compliance with regulatory requirements and organizational mission, values, policies and work rules. Appraise performance and provide recommendations for staff compensation, promotion, and termination, as appropriate. Train staff for system enhancements and procedure changes.
- Conduct performance reviews and provide guidance, training and direction to staff in developing and implementing plans and objectives.
- Research, resolve and respond to customer disputes. Write correspondence to loan customers as needed.
- Monitor and service third party vendors. Manage department supply orders.
- Review loan files to ensure complete documentation according to company and regulatory standards. Follows up on exceptions to complete file. Audit set up of loans on the loan servicing system.
- Coordinate internal and external audit preparations.
- Coordinates update of department procedure manual.
- Make action recommendations to manager as appropriate and assist with/ delegate special projects as needed.
- Other duties as assigned.
- Must comply with applicable laws and regulations, including but not limited to, the Bank Secrecy Act, the Patriot Act, and the Office of Foreign Assets Control.
- All employees are expected to actively promote Legacy Bank to existing and prospective customers in order to obtain and build the Bank's customer base and thereby enhance Legacy Bank's growth and profitability.

Qualifications

- Bachelor's degree in Business, Finance, Accounting, or a related field (or equivalent experience).
- Preferred minimum 5 years of experience in loan servicing or loan operations, with experience in a supervisory or management role. Experience servicing mortgage, consumer, and commercial loans, with a strong understanding of related regulations and servicing standards.
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Key Attributes for Success

- Proven ability to lead and develop teams while fostering a collaborative, service-focused work environment
- Strong communication and organizational skills with a high level of attention to detail
- Proficiency in loan servicing systems and document management platforms
- Solid understanding of escrow administration, insurance tracking, charge-offs, recoveries, and loan file maintenance
- Working knowledge of applicable banking regulations (including RESPA, HMDA, FDIC) and audit readiness requirements
- Experience maintaining operational compliance, implementing internal controls, and identifying process improvements to reduce risk

Who We Are

Since our founding in Colwich, Kansas nearly 140 years ago, Legacy Bank has established itself as a strong community partner and a preferred place of employment. Now in our fifth generation of leadership, our focus remains on our people and delivering relationships, service, and solutions to our area communities.

Our Benefits

At Legacy Bank, our employees exemplify sound work ethics, dedication, and a desire to improve lives. We consider our team members our most valuable asset and prioritize their well-being. We recognize their contributions and support them with comprehensive benefits, fostering both their personal happiness and long-term success.

Our Benefits include: health insurance (Legacy pays a portion of the employee's premium), 401(k) with employer matching, accrued vacation and sick leave, paid personal day, health & dependent care flexible spending account, and more.

ADA Requirements

Physical Requirements

Perform primarily sedentary work with limited physical exertion and occasional lifting of up to 10 lbs. Must be capable of climbing / descending stairs in emergency situation. Must be able to operate routine office equipment including telephone, copier, facsimile, and calculator. Must be able to routinely perform work on computer for an average of 6-8 hours per day, when necessary. Must be able to work extended hours whenever required or requested by management. Must be capable of regular, reliable and timely attendance.

Working Conditions

Must be able to routinely perform work indoors in climate-controlled shared work area with minimal noise.

Mental and/or Emotional Requirements

Must be able to perform job functions independently or with limited supervision and work effectively either on own or as part of a team. Must be able to read and carry out various written instructions and follow oral instructions. Must be able to speak clearly and deliver information in a logical and understandable sequence. Must be capable of dealing calmly and professionally with numerous different personalities from diverse cultures at various levels within and outside of the organization and demonstrate highest levels of customer service and discretion when dealing with the public. Must be able to perform responsibilities with composure under the stress of deadlines / requirements for extreme accuracy and quality and/or fast pace. Must be able to effectively handle multiple, simultaneous, and changing priorities. Must be capable of exercising highest level of discretion on both internal and external confidential matters.

Equal Opportunities

Legacy Bank is an Equal Opportunity Employer and does not discriminate against employees or applicants based on race, color, religion, sex/gender, national origin, disability, age, or any other category protected by law.