



Loan Operations Support Supervisor

Location: N. Ridge Rd | Wichita, KS

Role Summary

The Loan Operations Support Supervisor provides day-to-day leadership and guidance to Legacy Bank's back-end loan operations team, ensuring loan servicing and processing activities are completed accurately, efficiently, and in alignment with regulatory requirements and internal standards. In this role, you will support and coach a team responsible for key back-end loan functions while helping maintain a high level of reliability, organization, and service. The supervisor partners closely with peers and leadership to manage workflow, reinforce best practices, and ensure consistent coverage of back-end loan operations when needed. Beyond operational oversight, this position plays an important role in fostering a positive, high-performing team environment through effective communication, training support, and hands-on leadership. Success in this role requires strong attention to detail, a working knowledge of loan processes, and a commitment to supporting both customers and teammates in a way that reflects Legacy Bank's values of kindness, reliability, and empowerment.

If this description reflects how you lead, support others, and take pride in dependable work, 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

- Track and monitor team performance and progress towards goals & standards. Ensure completion of all work by staff in an accurate fashion and within the timelines and practices established by state, federal and bank guidelines. Recommend coaching, training, and development opportunities. Preparation and delivery of annual review assessment for loan processing team members.
- Supervise and support the back-end loan operations staff in day-to-day functions of the loan department. Resolve operational issues and escalate complex problems to the Loan Operations Manager as necessary.
- Maintain proficiency in all back-end jobs within the loan operations area and be able to back-up, when needed.
- Collaborate with the Loan Assistant Supervisor to align departmental workflows and priorities.
- Reconcile loan operations general ledger accounts.
- Oversee and train on process of booking TRID Loans.
- Must comply with all company policies and procedures, 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

- Associates degree (two-year college) or equivalent education is preferred
- Three to Five years of similar or related experience, including preparatory experience
- Proficiency using Microsoft Office and data management tools will put ahead

Key Attributes for Success

- Ability to coach, mentor, and motivate team members in a collaborative environment
- Strong attention to detail with a focus on accuracy and compliance in loan processing
- Effective communicator who works well across departments
- Skilled in prioritizing work in a dynamic, deadline-driven environment
- Practical problem-solver who can quickly identify and address issues
- Familiarity with loan processing systems, banking regulations, and documentation requirements
- Adaptable to changing priorities and evolving industry standards

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.