



Loan Processes Manager

Location: N. Ridge Rd | Wichita, KS

Role Summary

The Loan Operations Processes Manager strengthens and streamlines Legacy Bank's loan operations by leading process improvement across mortgage, consumer, and commercial workflows. This role focuses on building efficient, accurate, and compliant processes that support consistent performance and excellent customer experience. You will evaluate and enhance key operational functions—such as loan boarding, payment processing, file maintenance, and regulatory tracking—while partnering with teams across the bank to close process gaps, support system upgrades, and align work with internal policies and regulatory expectations. As a leader, you'll help bring our brand promise, **Banking Built to Back You**, to life by empowering teams, supporting change management, and ensuring our processes reflect reliability, clarity, and care. Your leadership will help turn our values into daily practice—creating consistency in how we show up for customers and how our teams succeed.

If you're passionate about building strong workflows, elevating operational performance, and shaping the systems that support long-term growth, we invite you to bring your expertise to Legacy Bank.

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

Responsibilities

- Leads the evaluation, redesign, and implementation of loan servicing workflows to enhance operational efficiency, improve accuracy, and support scalability across mortgage, consumer, and commercial loan portfolios. Identify process gaps, streamlining procedures, and ensuring that servicing activities are executed with consistency and precision, all while aligning with the bank's strategic goals and regulatory requirements.
- Oversees operational improvement projects and initiatives, including automation, system upgrades, and procedural enhancements. This role works closely with IT and vendor partners to ensure that changes are effectively implemented, aligned with strategic goals, and support long-term efficiency and scalability within loan operations.
- Collaborates cross-functionally with the VP of Loan Operations, Lending, Compliance, and other departments to ensure that loan servicing processes are aligned with strategic objectives and regulatory requirements. Partners to support consistency, transparency, and continuous improvement across operational workflows.
- Maintain comprehensive documentation of loan operations procedures, ensuring consistency, audit readiness, and knowledge transfer across teams.
- Support the rollout of new processes and systems by developing training materials, leading workshops, and guiding staff through transitions.
- Fosters a culture of continuous improvement by encouraging team feedback, piloting new tools and technologies, and staying informed on industry best practices. Supports the evolution of loan servicing processes and ensures the department remains adaptable and forward-thinking.
- Develop and track process-related KPIs, identify trends, and recommend data-driven improvements to support operational excellence.
- Conduct periodic reviews of operational workflows to ensure compliance, data integrity, and adherence to internal standards.
- 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 Administration, Finance, Accounting, or a related field (Master's degree or certifications in process improvement will put you ahead).
- Preferred 5 years of experience in loan operations, including experience in a leadership or process improvement role.
- Proven experience managing projects, implementing operational changes, and working with loan servicing systems.
- Proficiency in data analysis and reporting, with strong Excel skills and exposure to SQL or BI tools preferred.

Key Attributes for Success

- Strong communication and interpersonal skills, with the ability to collaborate across departments, support change, and mentor others.
- Solid understanding of loan servicing processes across mortgage, consumer, and commercial lending.
- Familiarity with banking systems, including core processing platforms, document imaging, and workflow tools.
- Experience with process documentation, continuous improvement, and identifying operational risks and controls.
- Working knowledge of banking regulations and audit standards related to loan operations.

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.