





Helping customers with their financial needs and leading the way in innovation and responsiveness is the core of CoreFirst Bank & Trust's ("CoreFirst") mission. This philosophy, the CoreFirst Way, has guided the bank well for over sixty (60) years and sets us apart from competitors.

Position Description:	Loan Servicing Manager		
Reports To:	Director of Loan Operations	Department:	Loan Operations
Supervises:	Loan Servicing Representatives	Classification:	Full-time, Exempt

 Hours:	Monday – Friday 8:00 am to 5:00 pm Monday through Friday; other days and hours as needed		
 Location:	Headquarters	3035 SW Topeka Blvd. Topeka, KS 66611	
 Role:	Manage the Loan Servicing Department. In conjunction with the leadership, develop and oversee procedures and functions of the department. Ensure that all servicing procedures are completed accurately and with full compliance of federal and state regulations and adherence to bank policy. Work closely with lending officers and originators to coordinate department efficiency.		
 Apply:	www.corefirstbank.com/careers		
Essential Functions & Responsibilities:	<ul style="list-style-type: none">• Management of the loan servicing functions by:<ul style="list-style-type: none">○ Coordinate and supervise the activities of loan servicing employees to ensure operations are efficient.○ Develop and enforce procedures and production schedules for timely and accurate completion of servicing functions. This includes but is not limited to, reports, schedules and related data○ Ensure loan servicing functions are compliant with bank, state and federal policies and regulations.○ Direct day-to-day servicing and processing activities.○ Ensure adherence to regulations and policies.○ Enforce the standards of performance and customer service required by the bank.○ Coordinate delegation of responsibilities.• Maintain knowledge and proficiency of new technologies to streamline and automate processes• Responsible for interviewing and selection of staff, training processes, coaching, mentoring and reviews• Applies a proactive approach to identifying and implementing strategies and processes to overcome challenges in all aspects of the Loan Servicing department including customer service, employee relations and operations. <p><i>Please note this description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.</i></p>		
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Experience:	<ul style="list-style-type: none"> • Minimum of 3 years Loan Servicing experience • Management Experience preferred
Education:	<ul style="list-style-type: none"> • High school diploma or equivalent required • Bachelor's Degree preferred
Skills & Abilities:	<ul style="list-style-type: none"> • Ability to collaborate with, motivate, lead and consult with all levels of staff and management • Business process optimization and automation • The ability to maintain accuracy in a fast-paced and requirement-laden environment. • The ability to demonstrate the highest level of customer service, confidentiality and discretion internally and externally • Strong strategic, problem solving skills • Basic accounting skills • Skilled in written and verbal communication • Prioritize and balance multiple tasks and responsibilities effectively
Competencies:	<ul style="list-style-type: none"> • Adherence to CoreFirst Values: Respect, Communication, Integrity, Initiative, and Accountability. A secondary focus on internal and external Customers, Compliance, Ethics, Perseverance, and Time Management is also essential. • Excellent written and verbal communication skills with demanding deadlines
Other Skills:	<ul style="list-style-type: none"> • Computer skills, including Microsoft Word and Excel proficiency

Physical: Requirements:	<p>The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</p> <p>While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to sit, stand, and walk. Some light physical effort required, including the ability to lift up to twenty-five (25) pounds.</p>
Travel:	<p>Travel is primarily local during the business day, although some local evening and weekend travel may be expected. Branch Network Personal Bankers may travel to outer market locations occasionally, but overnight stays are not expected.</p>
Work Environment:	<p>This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, copy machines, filing cabinets, and fax machines.</p>
Other:	<ul style="list-style-type: none"> • Applicants must pass a drug screen and background check • Internal applicants must meet the minimum requirements of their current job and submit a resume via the employee portal
CoreFirst Employment Practices:	<p>CoreFirst provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, CoreFirst Bank & Trust complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.</p>

I, _____, acknowledge by my signature below that I have received a copy of my position description.
Print Name

I have read and understand my job duties and responsibilities as **Loan Operations Manager**. I further understand that I am responsible for the satisfactory execution of all the duties described therein, under any and all conditions as described.

I can perform the essential function of this position with or without reasonable accommodations? _____ Yes _____ No

I certify that the information provided above is true and complete, and I understand that if the information provided above is false, it may result in denial of employment or dismissal.

Employee Signature

Date

HR Representative Signature

Date

Revised 2/4/26 KR