

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 sixty (60) years and sets us apart from competitors.

Position Description:	Loan Servicing Representative		
Reports To:	Loan Servicing Manager	Department:	Loan Servicing
Supervises:	None	Classification:	Full-time, Non-Exempt

 Hours:	Monday through Friday, 8:00 am to 5:00 pm, other hours and days as needed		
 Location:	Headquarters	3035 SW Topeka Blvd. Topeka, KS 66611	
 Role:	Performs a variety of duties related to the servicing and administration of loans.		
 Apply:	www.corefirstbank.com/careers		
Essential Functions & Responsibilities:	• Review daily exception reports • Process Paid Files • Perform maintenance on both consumer and commercial loans • Calculate and process payoffs • Post transactions to loans and general ledger accounts • Service participation loans • SBA reporting • Credit Bureau maintenance • File NSI/UCC’s • Answer phones to assist both internal and external customers • Send correspondence as needed • Fund all loan transaction types for processing departments onto the bank’s core system • Balance GL accounts for loans • File lien documents with the appropriate state and county • Track titles and collateral documentation for lien perfection • Understanding of loan collateral and perfection requirements Additional Responsibilities: Servicing of Real Estate Loans that will include the following: • Investor reporting and servicing • Escrow analysis/Paying real estate taxes and property insurance • PMI reporting • Monitoring and processing insurance claims <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>		
Experience:	• One year of banking and/or lending experience required • Previous loan servicing experience desired		
Education:	High school diploma or equivalent		

Skills & Abilities:	Work involves communicating with immediate colleagues, other bank employees, customers, and vendors primarily for purposes of giving or obtaining information. Work requires courtesy and friendliness in providing assistance and exchanging factual information. Ability to relate and empathize with people.
Competencies:	Adherence to CoreFirst Values: Respect, Communication, Integrity, Initiative, and Accountability. High level of skill in the CoreFirst Bank & Trust competencies of internal and external Customer Service/Focus, Compliance, Ethics, Perseverance, and Time Management.
Other Skills:	• Self-Starter, takes initiative • Basic accounting • Microsoft Office proficiency • Detail/Goal/Solutions Oriented • Listening, verbal and written communication skills • Ability to resolve conflicts

Physical: Requirements:	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. While performing the duties of this job, the employee is regularly required to talk or hear. The employee sits for the majority of the day. Some light physical effort required.
Travel:	Travel is negligible
Work Environment:	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.
Other:	• Applicants must pass a drug screen and background check • Internal applicants must meet the minimum requirements of their current job and submit a cover letter and resume via the employee portal
CoreFirst Employment Practices:	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.

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 Servicing Representative**. 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

