



LOAN OPERATIONS SPECIALIST

Job Description

Department: Loan Operations

Reports To: VP Loan Operations Administrator

Supervisors: N/A

Status: Full-time, Nonexempt

Job Summary:

The Loan Operations Specialist is responsible for supporting the lending team by preparing commercial, agriculture and consumer loan documents, booking and disbursing loans, and maintaining accurate loan records. This role also provides support for escrow servicing, including acquiring, analyzing, and organizing documents for escrow disbursements and performing related reporting.

Core Competencies:

Demonstrates attention to detail, organization, and reliability in completing loan operations tasks. Works effectively in a fast-paced environment and adapts to changing priorities. Communicates clearly and professionally with team members, lenders, and third parties. Maintains confidentiality, accountability, and sound judgment while delivering consistent and accurate results.

Key Result Areas:

- Ensure timely and accurate preparation, booking, funding, and maintenance of loans in the core system, meeting compliance and quality standards.
- Manage escrow accounts, including disbursements, analyses, and monitoring of insurance and tax requirements, while maintaining regulatory compliance.
- Maintain accurate reports, balance accounts, manage wires/UCC filings, and identify opportunities for process improvements to support overall loan operations efficiency.

Duties & Responsibilities

- Prepare, review, book, and fund commercial, agricultural, and consumer loan documentation in core systems, ensuring accuracy and complete supporting documentation.
- Perform loan maintenance, including modifications, payment reversals, interest adjustments, and updates to loan terms with supporting documentation.
- Process adverse action notices, denial letters, and withdrawal letters.
- Review loan files for completeness, accuracy, and compliance with bank regulations.
- Communicate with lenders to ensure required documentation and closing dates are met.
- Provide consultation and assistance to lenders, loan officers, lending assistants, auditors, examiners, and other employees.
- Respond to technical loan questions and provide guidance on processing.
- Acquire, analyze, and organize all essential documents required for escrow loans and disbursements.
- Disburse funds for taxes, insurance, flood policies, and other obligations.
- Review and mail escrow analysis statements, PMI disclosures, delinquency notices, and other loan-related notices.



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- Prepare and mail annual escrow analyses and final escrow statements.
- Verify escrow shortage/deficiency payments and issue surplus checks.
- Monitor and track escrow-related items such as flood insurance, hazard insurance, force-placed insurance, and taxes.
- Ensure adherence to bank policies, procedures, and federal regulations (BSA, CRA, Truth in Lending, etc.).
- Maintain compliance with internal processes and support policy/procedure improvements by making recommendations.
- Ensure proper filing, continuation, and termination of UCC filings.
- Receive and send wires for payoffs and payments.
- Balance internal checking accounts and approve/pay invoices related to loan operations.
- Maintain and distribute weekly and monthly reports as required.
- Monitor tracking systems to request missing documentation (e.g., flood, hazard, or force-placed insurance policies).
- Participate in special projects and contribute to process improvement initiatives.
- Perform other duties as assigned.

Requirements:

Education:

- High school diploma or GED required; associate degree or additional college coursework preferred.

Experience:

- One year of banking operations or loan processing experience is preferred.

Technical Skills:

- Knowledge of loan documentation, escrow administration, and banking operations.
- Proficiency with loan operating platforms (LaserPro, Precision, Director) and Microsoft Office.
- Understanding of state and federal lending regulations preferred.

Other Requirements:

- Ability to adapt in a fast-paced environment and manage multiple priorities.
- Strong interpersonal, organizational, and communication skills.
- Regularly required to alternate sitting and standing; must occasionally lift 20–40 lbs.
- Full-time, Monday–Friday schedule.

Astra Bank is an Equal Opportunity Employer. The preceding job description has been designed to indicate the general nature and essential duties and responsibilities of work performed by employees within this classification. It may not contain a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to do this job.

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