

QCR HOLDINGS, INC

Job Description

TITLE: VP, Loan Operations

REPORTS TO: SVP, Loan Operations

DEPARTMENT: Loan Operations

LOCATION: Davenport, Brady Street Operations

JOB SUMMARY:

Under the direction of the Sr. Vice President, this position manages and provides leadership to the Loan Operations Boarding Specialist team. Helps to insure that all company policies, procedures and standard processes are followed within the department. Provides assistance to the SVP, Loan Operations.

ESSENTIAL FUNCTIONS:

1. Responsible for providing outstanding customer service and open communication with all loan related staff at all QCRH charters.
2. Develops strategies to improve efficiency and effectiveness of the department.
3. Develops and implements detailed procedures and training plans for loan operations functions/roles and updates as needed. Works with Internal Audit on key controls and SOX documentation.
4. Responsible for the daily oversight of balancing, booking, servicing, reporting, reviewing and resolving loan matters for commercial, consumer and residential real estate loans for all QCRH charters. Must also be able to perform these functions/tasks.
5. Serves as the primary point of contact for trouble shooting and problem solving for the department.
6. Assists with mergers, acquisitions and conversions.
7. Works with Loan System Administrators to get the most benefit out of our loan systems.
8. Works with Internal Audit and is the point person for any loan operations related items.
9. Perform various other duties as required or assigned.

ADDITIONAL RESPONSIBILITIES:

1. Responsible for hiring and training of individuals in loan operations.
2. Coordinates regular scheduled departmental meetings.
3. Participates in regular meetings with supervisor.

QUALIFICATIONS:

1. Bachelor's degree in accounting, business administration or related field or equivalent experience.
2. 10+ years of experience in a loan operations/loan servicing department, including previous management experience.
3. Excellent interpersonal, communication and management skills.
4. Strong problem solving skills.
5. Ability to lead as well as prioritize and organize jobs and work flow for yourself and the team.
6. Proficient in Microsoft Office products, including Excel, Word, and PowerPoint.
7. Fiserv Signature experience preferred.
8. Must be willing to travel.