

QCR Holdings, Inc Job Description

TITLE: Commercial Loan Servicing Administrator

REPORTS TO: VP, Loan Operations

DEPARTMENT: QCRH Loan Operations

LOCATION: TBD

JOB SUMMARY: Provides outstanding customer service and commercial loan servicing for multiple bank charters with emphasis on SBA, USDA, Bonds, SWAPs, NSLs and Specialty Financing within the company. Has a thorough understanding of the complexity of these types of loans and the servicing and reporting requirements that support them. Understands the loan systems that are available for servicing and options available to our lenders. Serves as a liaison between charter staff and loan operations staff and is able to provide direction as needed related to these types of loans.

ESSENTIAL FUNCTIONS:

1. Manages SBA Servicing. Participates in the servicing process, which includes boarding loans into the core, applying payments, reporting and all other required servicing actions for all bank charters. Is the main point of contact for Colson Services/SBA and serves as a liaison to the bank charter staff. Responsible for the completion of the 1502 reporting and timely submission.
2. Understands complex commercial lending and documents associated with niche lending, like USDA, Bonds, Tax Credits, Tax Exempt and other Specialty Financing. Familiar with attorney prepared documents. Responsible for the boarding of these loans into core, applying payments and providing reporting as needed by working with the Loan Boarding Specialists and applicable charter staff.
3. Active in the servicing and balancing of purchased and sold participation loans. Assists with the boarding and posting of these transactions and wiring of funds to participating institutions.
4. Meets periodically with charter staff and loan operations staff to share knowledge and provide training on the complexity of these commercial loans and the systems that support them.

QUALIFICATIONS:

1. At least 5-7 years of commercial loan servicing experience or other related commercial loan experience. Familiarity with Attorney prepared loan documentation and the ability to decipher complex commercial language. SBA experience preferred.
2. Associates Degree required or equivalent work related experience.
3. Excellent customer service and communications skills are required.
4. Critical thinking skills and the ability to problem solve independently.
5. Excellent multi-tasking skills. Able to prioritize and perform a variety of concurrent tasks with minimal direction.
6. Some travel will be required.