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QCR Holdings, Inc
Job Description

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TITLE: Loan Operations Product Manager   **REPORTS TO**: SVP, Loan Ops Manager

DEPARTMENT: Loan Operations   **LOCATION:** Brady**,** Davenport

JOB SUMMARY: Subject Matter Expert on the use of an array of loan products and solutions including Finastra Laser Pro/Decision Pro, Fiserv Signature, and Fiserv Nautilus, and promotes and drives consistent utilization across the multi-charter organization. This position will partner with the IT Solution Owner(s) to identify and resolve system incidents and/or outages and establish standards for system configuration. This position will also provide support, some training, and documentation to end users and enforce process adherence to meet regulatory and audit requirement as well as SOPs. Serves as the project manager for loan related projects within the department including bank mergers and acquisitions.

ESSENTIAL FUNCTIONS:

1. Manages loan products and services and provides business process guidance in a variety of loan applications and systems.

2. Provides support, back up coverage and assistance to all areas of Loan Operations and Loan Quality as needed.

3. Partners with IT and the Loan System Administrator to research, test, set- up, and configure all loan systems and software. Provides training and documentation on use of loan related system and software to employees as needed.

4. Coordinates User Acceptance Testing for software upgrades. Initial troubleshooting of problems in production and test environments. Partners with IT staff to resolve user problems and system outages with all loan systems and software. Responds promptly to needs and questions of users.

5. Participate in new system implementations and training to develop expertise in the utilization of new systems

6. Acts as project manager for the division. Is a member of the Bank Mergers and Acquisitions Loan Ops Team. Maintains some administrative functions in support of key business applications.

7. All other duties as assigned.

QUALIFICATIONS:

1. High School Diploma required, Associates Degree preferred or equivalent work experience.

2. Loan Systems Experience Required. LaserPro and Fiserv Signature strongly preferred but will consider other loan documentation software and loan core processing experience.

3. Minimum of 5 years loan experience required.

4. Product Management experience preferred.

5. Business analytics experience a plus.

6. Strong computer skills, including experience with Microsoft Office products (Outlook, Excel, and Word.)

7. Excellent multi-tasking skills. Able to prioritize and perform a variety of concurrent tasks with minimal direction.

8. Strong written/verbal communication skills required.

9. Strong sense of urgency to fulfill customer requests in a timely manner.

10. Understanding of and commitment to the organization's goals and objectives.

11. Knowledge of and adherence to standard operating procedures as well as compliance with regulatory requirements.

12. Willing to travel as needed.

Pay Grade: 6; Exempt
Posting Date: 11.3.2020