

Loan Servicing

Summary:

Responsible for the servicing of customers by determining requirements, answering inquiries, resolving problems, fulfilling requests, maintaining database.

Role and Responsibilities:

- Answers customers inquires to identify the needs and works to a find resolution.
- Answers inquiries by clarifying desired information, researching, locating, and providing information.
- Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems.
- Enhances Organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments
- Maintains a professional image both in appearance and conversation.

Qualifications and Educational Requirements:

- High School diploma or equivalent.
- General loan knowledge preferred.
- Demonstrate the ability to adapt to and use various PC based software packages.
- Must be able to follow thru and multi task in a fast paced work environment.

Skills Required:

- Must have professional verbal, telephone and listening skills.
- Must be a team player or work independently and prioritize tasks.
- Must have the ability to interact effectively with customers and all levels of bank personnel.
- Ability to work effectively to meet required deadlines.