

## Loan Servicing Specialist

Are you a highly efficient and detailed professional with loan operations knowledge? Do you strive to be a continuous learner and want to contribute to the success of a growing bank?

Our employees describe their work environment as “inclusive, decisive, collaborative, respectful and open” and Commerce State Bank has been recognized as top workplace by the Milwaukee Business Journal for three consecutive years running. Sounds like a great place to work doesn’t it and it is! In addition, our employees enjoy the perks of a competitive hourly wage, plus generous 401k match and profit sharing program.

Below are more details on what makes a successful Loan Servicing Specialist here at Commerce State Bank. Let’s get connected soon –apply today!

### Position Overview

The best Loan Servicing Specialist (LSS) is a confident, technology savvy individual with general loan operations knowledge. They are a critical thinker, flexible and work best in a fast-paced environment with many interruptions. They are known to be very efficient and accurate and complete tasks in a timely manner. The LSS is open to instruction and excited to learn new things to help the Bank continue to grow and be successful.

### Organization

A strong predictor of success for the LSS is a past of providing outstanding customer service by building rapport and trust with clients and all employees, regardless of title – they will be expected to wow the client or fellow employee by “under promising and over delivering”. They will be able to deal appropriately with a variety of personalities and have the ability to say “no” when needed. This is a fast paced position, therefore working under pressure, making quick and timely decisions and multi-tasking are all imperative. Prioritizing is key with the expectation that email requests will be responded to within an hour.

### Responsibilities

- **Learning the basics:** Within the first 30 days, with guidance and training, the LSS will be learning how to use our systems (Insight, Vision Content Scan Doc and Vision Content Reports), posting transactions and begin taking customer phone calls.
- **Next level tasks:** The LSS will be performing the above duties independently, as well as starting to complete more complex tasks such as creating and filing documentation, within first 90 days.
- **Trusted resource:** Within the first 6 months, the LSS will be regarded as a trusted resource to employees to assist with their daily loan servicing needs. A focus on becoming fully engaged in the bank’s culture and acting as a positive representative of the department will be continuous for the first several months. The LSS will also know payoff procedures, how to quote a payoff, perform construction draws, analyze escrow and disburse escrows.

## **Knowledge and Skills**

- Good analytical and problem solving skills
- Prioritization and organizational skills
- Customer service and relationship management skills
- Written and oral communication skills
- Ability to multi-task in a fast paced environment and meet deadlines

Requires at least 2 years of loan system or loan operations experience and/or a strong work history.

*Commerce State Bank provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.*

*NOTICE: Federal law requires all employers to verify the identity and employment eligibility of all persons hired to work in the United States. Commerce State Bank participates in E-Verify to confirm job applicants' work authorization.*