

Job Description

Business Banking Associate II

Location: Main Office
Reports to: Executive Vice-President, Business Banking
Business Banking Officers
Supervises: N/A

Date: 08/10/2020

Summary:

Provides quality customer service within the Business Banking Department. Primary duties include initial setup of construction loan files, monitor controls to minimize risk to the Bank during the construction period by ensuring proper documentation is received, budgets are adhered to, proper insurance coverage is in place, and funds are available at all times to complete projects. Administer the construction draw process including initiation of inspections per procedures, monitoring notice to owners and progress payment affidavits, coordinating draw requests, and obtaining title policy updates when required. Assure all documentation is in place for proper closeout of construction files through payoff or conversion to permanent loan. Monitor management reports and controls on an ongoing basis and timely report any discrepancies to department management. Provides support with the processing and handling of other commercial loans as needed.

Duties and Responsibilities:

1. *Knowledge & Quality Service*

- To provide friendly & courteous banking services to satisfy customers with the intent of developing long term relationships.
- Must have an understanding of documentation & compliance requirements for various types of loan products.
- To provide correct and prompt answers on customer's inquiries; resolve problems immediately.
- Maintain current knowledge on bank products, procedures and policies.
- To provide support to the Executive Vice Presidents and other Business Banking Officers as needed.

2. *Loan Processing and Support*

- Responsible for processing a variety of commercial loans.
- Responsible for loan preparation process from beginning to end. This includes verifying that loan application are fully complete with all required information and supporting documentation; pulling credit bureaus; verifying income; and verifying collateral values. Followed by preparation of loan requests for Lending Officer signature and ordering necessary documentation, i.e., flood certifications, ordering appraisals and/or market value reports, and ordering title insurance.
- Verifying that loan documents are accurate and in compliance with consumer loan regulations prior to loan closings.

- Arrange for and handle loan closings with customers where possible.
- Obtain all pertinent loan documentation and fees at closing.
- Filing/recording of collateral liens after closings and properly preparing for booking loans.
- Initial set-up of construction loan files including review of approval documents, contracts, commitment letters, construction loan agreements, budgets, draw schedules, etc., and establishes necessary controls to properly monitor progress of construction and disbursement of funds including customized spreadsheets to track Loan to Value, equity contributions, costs, disbursements, change orders, and remaining funds available.
- Check project tracking to ensure it is reconciled as appropriate to the loan system.
- Verify all necessary documentation is received prior to disbursement of draws.
- Communicate with commercial lenders, builders, and others in order to resolve disputes and problems.
- Assist in maintain department procedures, production and maintenance of appropriate reports, audit and compliance follow-up.

3. *Business Development*

- Assists in meeting the overall department goals by promoting services and products that fit the customer's needs.
- To promote services and products to existing customers.
- Assists with promotional activities to increase awareness and generate new business.

4. *Accuracy/Timeliness*

- Maintains efficiencies by prioritizing workload and completing assigned tasks in a timely fashion.
- Maintains desired level of accuracy and knowledge on all aspects of banking.
- Provides accurate and timely service.

Other duties as assigned.

Qualifications:

Must have a high school diploma or general education degree, with higher education preferred. Two to five years of banking experience required, with a strong emphasis in commercial loan processing required. Ability to multi-task, solve problems quickly and accurately. Ability to read and write routine reports and correspondence. Ability to speak effectively. Prior experience in opening new accounts, loan processing, and/or administrative duties preferred. Strong customer service skills with ability to communicate effectively, both verbally and written. Must be able to comprehend and follow instructions. Ability to add, subtract, multiply, and divide using whole numbers, common fractions and decimals. Must be able to deal with a variety of tasks and situations. Must be computer literate, proficient in Word with knowledge in Excel & PowerPoint. Typing skills are also required.

Work Environment:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee is frequently required to sit and walk, use hands to operate office machines; occasionally lift and or move up to 10 pounds. Must also be able to talk and hear to effectively communicate with customers. Specific vision abilities required by this job include close vision and the ability to adjust focus. The noise level in the work environment is usually moderate. Must be able to wear a mask while in the workplace in accordance with federal and state requirements. This position may qualify for telework. Work is done in a general office setting.

Equal Employment Opportunity Employer/M/F/Disability/Veteran