

# Lincoln National Bank

## Job Description

**Department:** Loan Retail  
**Position:** Loan Processor  
**Reports to:** CLO / Loan Officers  
**Pay Classification:** Hourly-Non-Exempt

**Purpose of Position:** The purpose of this position is to provide assistance to the loan officer to ensure proper documentation and disclosures. As well as, to provide prompt and friendly service to all customers through greeting, directing and answering the phone.

### **Education, Training & Experience:**

- Prefer a high school diploma or equivalent.
- Working knowledge of computer applications such as Word, Excel, Sentryfile, Nupoint (CSI), LaserPro, Transunion, and Buker's Tax Analysis.

**This position has no supervisor responsibilities.**

### **Physical and Mental Qualifications**

- Must sit for extended periods of time (80%).
- Must stand and walk for extended periods of time (20%).
- Must be able to lift/carry/push/pull up to 50 lbs.
- Requires climbing, balancing, stooping, kneeling, reaching & handling.
- Requires speaking, hearing and seeing.
- Must be able to concentrate on records.
- Must have hand dexterity to operate computer.
- Able to react and adapt to change.
- Problem Solving.
- Analytical Ability.
- Communication Skills.

### **Job Duties:**

- Provide prompt, efficient and friendly service to all customers at all times through greeting, directing and answering the phone.
- Provide assistance to Loan Officers' with phone calls as needed (take messages, return calls, etc.).
- Type and mail letters.
- Prepare Auto Sight Drafts and Official Checks.
- Pull Credit Bureaus.
- Clerical duties such as: shredding, faxing, making copies, etc.
- Stock office supplies & printer paper.
- Key in loans and make tickets for processing.
- Prepare Loan Checklist, process underwriting, organize and complete Loan Packets.
- Assist loan officers with applications, tax analysis, closings, etc.
- Prepare loan denials, withdrawals, and delinquency letters.
- Process denied and withdrawn loan applications.
- Process loan payments and charge/offset accounts as needed.
- Assist loan officers with repossession process (inventory forms & going with loan officer).
- Track/work loan files so that there are no incomplete loans.
- Record Title Liens and file UCC on non-titled collateral.
- Complete and monitor the pending collateral list and notify the officers weekly of their loans requiring attention.

This job description denotes essential functions of the job. Lincoln National Bank promotes an equal opportunity work place which includes reasonable accommodation of otherwise qualified disabled applicants and employees. Please see your supervisor should you have any questions about this policy or these job duties.

Lincoln National Bank reserves the right to modify, interpret or apply this job description in any way the company desires. This job description in no way implies that these are the only duties, including essential duties, to be performed by the employee occupying this position.

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- Perform UCC searches on non-title equipment.
- Insurance for loans.
- Accidental Death Insurance.
- Review scanned documents (when time allows).
- Any business related task deemed necessary by the supervisor or member of management.
- **BSA Responsibilities:** Observe loans for any type of suspicious activity. Must be aware of requirements within BSA policy.

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