

**FAIRFIELD COUNTY BANK  
POSITION DESCRIPTION**

Department: Loan Servicing	Incumbent:	Title: Loan Servicing Manager
Division: Retail Lending	Effective Date: October 2017	Grade:

**As a member of the Fairfield County Bank Team, consider your job description to be the foundation of your responsibilities, not its boundaries. Inherent in every job is support of the Bank’s Mission and related values and the following performance dimensions and competencies: Professionalism and Integrity, Customer Focus and Service, Building Partnerships and Teamwork, Persuasiveness and Selling, Communicating with impact, Initiating and Driving for results, and Adaptability and Dealing with change.**

**PURPOSE:**

The position oversees the commercial, consumer and retail mortgage loan servicing function.

Manage the existing commercial and residential mortgage portfolio including:

- Supervising loan set-up.
- Overseeing escrow analysis
- Handling customer inquiries
- Overseeing the payment of taxes
- Compliance to regulatory standards

**KEY RESULTS AREAS:**

Provide supervision to staff. Ensure that the daily operations of the loan servicing department is efficient, accurate and complies with all regulatory and industry standards.

**SUPERVISED BY:**

AVP Loan Servicing

**SUPERVISES:**

Commercial Servicing Staff and supports the Residential servicing area.

**ESSENTIAL RESPONSIBILITIES**

- In concert with department Officer, assigns work, manages performance of staff, contributes to staff performance evaluations, provides guidance/conducts staff training, and participates in interviewing and evaluating new hire candidates.
- Update and/or verify Bi-Monthly Rate index changes with Department Manager

- Review scheduled rate and payment change notices and reports daily, research and process corrections as applicable.
- Prepare and process any scheduled loan conversion to repayment such as construction to Perm, Interest Only and HELOC.
- Assist Finance Department with any FASB exceptions and make corrections as necessary. Responds to any other request for assistance related to GL processing by Loan Servicing.
- Process various system maintenances or monetary transactions as needed.
- Answer inquiries from internal and external customers.
- Assist loan officers/credit administration/commercial lending with research/requests including review of Modifications and Change in Term documents.
- Review and process modifications- for all loan types requested and approved.
- Maintain and update TDR Tracking Report for delivery to Finance Department on quarterly basis.
- Support the Department in preparing and responding to third-party audits, and FDIC review.
- Develop policies and processes to ensure regulatory guidelines are met.
- Train employees on compliance issues.
- Prepares and supervises the HELOC loan conversion.
- QC of new commercial loans
- Charge-offs – processing for all loans
- Reports review, doc requests, loan critical
- Assist with preparation and review for year-end processing

#### **OTHER RESPONSIBILITIES**

Performs other duties as requested.

#### **EDUCATION AND EXPERIENCE**

Associates Degree in business, accounting or finance preferred. 7 to 10 years loan servicing experience with emphasis on Commercial Servicing. Strong computer skills.

#### **QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**PHYSICAL DEMANDS:**

Any physical demands or work conditions described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Satisfactorily completes all required compliance training and complies with all regulations, which apply within the scope of the position.**