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# Example of Loan Operations Job Description

Our company is growing rapidly and is looking for a loan operations. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for loan operations

* Ensures staff compliance in accordance with all bank policies and procedures
* Motivate and reward desired behaviors through feedback and utilization of varous reward and recognition programs
* Responsible for working with business partners in Closing, Lending, Risk to understand and institute validation practices appropriate for the products
* Interact with clients (Hedge Funds/ Closed ended funds), agent banks and other departments (Fund Accountants, Operations
* Provide service to patrons at the front desk or by phone and assist patrons in filling out forms and requesting materials on departmental web page
* Proactively lead and influence to establish positive working relationships across the organization with auditors and examiners
* Supervise servicing of loans, including preparing monthly loan statements, assessing loan true-up payments, and collecting and applying cash payments
* Oversee interaction with borrowers with regards to loan statements, system performance issues, loan status, collections, and general inquiries with a goal of providing excellent customer service
* Manage ongoing servicing on Intercompany loans and, including execution of drawdowns, repayments, amendments, documentation retention
* Respond to inquiries and requests regarding loan balances, activity, operational issues

## Qualifications for loan operations

* Knowledge of banking systems required
* Business acumen - working knowledge of the Multifamily business environment , loan life cycle and real estate underwriting
* Strong communications skills - ability to convey clear and concise correspondences the ability to influence and drive executions
* Proficient technology skills - Excel/Word/Power Point
* At least 5 years of experience in supervising syndication and participation loan operations, Asian Corporate Banking Systems knowledge is a plus
* Commercial Loan knowledge required