



LOAN OPERATIONS MANAGER

Pascagoula-Main

For 88 years, Merchants & Marine Bank has been the hometown bank of Jackson County & George County, Mississippi and Baldwin County, Alabama.

This position is accountable for overseeing the management of a Loan Operations department including delivery, processing and business operations for all activities in the department. Works with the Director to meet strategic goals and objectives in the department. This position will direct the supervision of centralized staff responsible for various ongoing Loan Operations related functions including loan document preparation, loan boarding and loan servicing.

Essential Functions and Responsibilities:

- Manages the daily operations of a Loan Operations Department, providing direction to the team in assessing department work-flow to ensure the timely and accurate delivery of all loan documentation and loan servicing provided for the benefit of branches and lenders.
- Monitor and manage level of service provided to lenders.
- Operate as a subject matter expert regarding Loan Operations processes, providing an escalation point for issue resolution.
- Maintain thorough knowledge of commercial and consumer loan processing systems and requirements working closely with Loan Operations team to identify and resolve issues.
- Maintain up to date knowledge on required loan compliance regulations and develop and implement current regulatory requirements into the Bank's Loan Operational procedures.
- Manage effective internal client relationships to provide a high level of service based on a culture of quality, timely, innovative and flexible service focused on meeting or exceeding customer expectations.
- Exercise consistent judgment and discretion with work directly related to the general operations of the business.
- Establish clear guidelines and procedures to ensure process adherence to financial controls and policies.
- Helps to research, analyze and implement business process alternatives relating to Loan Operations functions involving document preparation and loan servicing.
- Ensure quality control of products and services through effective management and practice of loan policy and procedures.
- Provide a positive work environment to invite staff participation and contribution to the development of a high level of service quality.
- Coach, mentor and raise the level of talent throughout the department.
- Initiate and maintain effective cost controls and budgetary reporting.

Qualifications:

- Minimum 5+ years of related management experience.
- This individual must be extremely detail oriented, self-disciplined and able to manage staff with varying degrees of knowledge and expertise.
- Knowledge of commercial and consumer loan documentation requirements, state and federal regulations, and bank policies and procedures.
- Leader with a track record of mentoring and coaching, and a demonstrated ability to manage and motivate staff.
- Skilled at organizing and leading projects and initiatives; comfortable working under pressure in a changing environment to meet varying deadlines, working independently and collectively within a diverse team environment.
- Excellent organizational, interpersonal, verbal and written communication skills.
- Extensive knowledge of loan processing, risk management, collateral monitoring and lending compliance.

Working Conditions:

- Ability to work under stress and meet deadlines.
- Ability to operate a keyboard if required to perform the essential job functions.
- Ability to read and interpret a document if required to perform the essential job functions.
- Ability to travel if required to perform the essential job functions.

Physical Requirements:

- Ability to sit at a computer monitor for extended periods of time.
- Ability to perform repetitive finger, hand, and arm movements.
- Ability to lift up to 15lbs.
- Ability to effectively discern information and formulate appropriate action.
- Ability to reach, squat, bend, and manually manipulate standard office equipment.
- Ability to drive to various locations.
- Ability to think critically and provide appropriate solutions.

TO APPLY:

We are considering internal transfers (current M&M Bank employees) and external applicants at this time.

Visit <https://easyapply.co/job/loan-operations-manager-201207?rcid=indeed> to complete an application. This position will be open until Friday, January 15, 2021.

CONTACT:

For more information, contact Careers@MandMBank.com. EOE/M/F/D/V