

Guaranty Bank Job Description

TITLE: Commercial Loan Support Manager

REPORTS TO: Chief Credit Officer

DEPARTMENT: Credit Assistants

LOCATION: Springfield or Joplin, MO

JOB SUMMARY:

The Commercial Loan Support Manager is primarily responsible for the supervision of the Commercial Banking Assistants and other support staff in the commercial lending area. This includes directing activities involving loan document preparation, loan closings, and on-going portfolio monitoring and client support. Responsible for hiring and training new Commercial Banking Assistants. Subject matter expert on loan-related software applications (Laser Pro, Jack Henry's Core Director, Aurora Document, etc.).

ESSENTIAL FUNCTIONS:

1. Manages and supervises the activities of the Commercial Banking Assistants and other support staff in the commercial lending area. Ensures staff members complete their duties in accordance with departmental policies and procedures and that client, loan officer and departmental timelines are met.
2. Performs Commercial Banking Assistant duties, if needed, during high volume periods. This includes loan document preparation, collateral perfection, loan disbursements, documentation follow-up, and day to day client servicing.
3. Ensures effective use and knowledge of loan-related software applications such as Laser Pro, Jack Henry's Core Director, and Aurora Document. Identifies and implements technology strategies and solutions to allow department to operate most efficiently.
4. Hires and trains new Commercial Banking Assistants. Provides on-going leadership, coaching, guidance, and training to staff. Manages difficult employee and/or customer situations. Facilitates regular team meetings. Provides reward, recognition and/or discipline as appropriate.
5. Serves as a voice for Guaranty Bank regarding commercial banking support functions.
6. Performs additional job-related duties as assigned or required.

QUALIFICATIONS:

1. Bachelor's degree in accounting, finance, business administration, or related field or equivalent experience. Minimum of 5 years of experience in a loan support role.
2. Previous management experience preferred.
3. Thorough knowledge of Missouri and Federal lending laws and regulations.

4. Interpersonal skills to communicate effectively in-person and via email and telephone with clients and employees.
5. Ability to multitask and prioritize responsibilities.
6. Demonstrates attention to detail and ability to maintain accuracy in daily duties.
7. Upholds confidentiality and customer and employee privacy at all times.
8. PC knowledge including spreadsheets and word processing capabilities.
9. Maintains a customer-focused, helpful, friendly, and polite attitude while remaining calm and professional in a variety of circumstances.
10. Flexibility to withstand unpredictable changes to schedules and deadlines.

STATUS: Exempt
Grade 7
CC 975