

Waukesha State Bank

151 E St Paul Ave – PO Box 648 Waukesha WI 53187-0648
Phone: (262)549-8506 Fax: (262) 574-4209 E-Mail: hr@waukeshabank.com

Loan Servicing & Operations Manager

**Full Time
Exempt**

Department Hours:

Monday – Friday 8:00 a.m. – 5:00 p.m.

Job Duties:

Direct and supervise staff and manage/oversee all functions of the Loan Operations Department to support the consumer, commercial and first mortgage sales and servicing goals of WSB. The Manager and his/her approximately 12-member staff handle both processing and servicing responsibilities, as detailed below:

- Perform all necessary account maintenance to the ITI system to ensure loan information is accurate and complete and the Loan Accounting System (LAS) is functioning properly.
- Perform various mortgage servicing support tasks relating to PMI, construction disbursements, property tax escrow, balancing, etc.
- Perform various pre- and post-closing processing tasks to ensure loans are in compliance prior to closing and remain in compliance until paid off (flood certs, insurance tracking, etc.)
- Review loan related non-post and other exception reports from ITI, make corrections and post transactions as necessary, and take steps to prevent recurrence of errors when possible
- Ensure accurate end-of-year interest information is reported to customers and is included in IRS reporting as required
- Respond to notifications of credit report disputes (eOscar system) and ensure any corrections to LAS take place in a timely manner
- Track receipt of commercial and consumer loan documents after closing to ensure all necessary paperwork is complete, accurate and in compliance to protect the bank's interests
- Prepare necessary documents for new consumer and commercial loans using specialized doc prep software (GulfPak)
- Provide excellent, Friendly service to external loan customers, primarily via phone and occasionally in person

**Job
Qualifications:**

- At least 5 years' experience in a supervisory or managerial role in a loan processing, servicing or operational area
- Experience with Fiserv's ITI software program
- Ability to meet deadlines and strong organization skills
- Excellent communication and customer service skills
- Desire to work in community bank environment and represent WSB in a professional and ethical manner at all times.

If you have an interest in or would like more information about this position, contact Human Resources at (262) 549-8506 or HR@waukeshabank.com.

Excellent Benefits • Equal Opportunity Employer