



## Loan Assistant

### Job Location

West Monroe, LA

### Reports to

Ouachita Market Manager/President

### Department

Commercial Lending

### Summary/Objective

Provide support to loan officers in all aspects of the lending function.

### Essential Functions

**Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.**

- Assist with loan applications
- Process consumer loans
- Take care of loan documentation, disbursements, closings, packaging and booking
- Assist with and/or coordinate clearing of post-closing exceptions
- Make loan draws
- Perform collateral inspections as needed
- Help resolve customer problems as needed
- Work with past-due loans and maturing loans
- Assist with payoffs, partial releases, and cancellations
- Close loans in the absence of a loan officer
- Back up for ordering appraisals and completing appraisal reviews
- Adhere to high ethical and professional standards

### Competencies

- Strong communication and customer service skills
- Problem Solving/Analysis
- Teamwork orientation
- Initiative
- Time management
- Knowledge of office methods, procedures, and practices including the use of standard office and equipment
- Detail oriented
- Organized
- Motivated

## Supervisory Responsibility

None

## Work Environment

This position operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, fax machines, email, electronic calendars, scanning devices, calculators, and spreadsheets.

## Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to stand, walk, squat, use hands to finger, handle or feel, and reach with hands and arms. This job may also require the employee to frequently lift at least 50 pounds.

## Position Type/Expected Hours of Work

This is a full-time position. Days and hours of work are typically Monday through Friday, 8:00am to 5:00pm, with an one-hour lunch break, but may change depending on staffing needs and workload. This position may require occasional evening and weekend work as needed.

## Travel

Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected.

## Preferred Education and Experience

Experience in customer contact and problem resolution, ability to set and achieve goals, results-driven attitude, strong customer service skills, written and oral communication skills, organizational skills, and attention to detail, computer skills, and advanced skills with Microsoft Office.

## Minimum

Equivalent combinations of experience, training and/or education approved by Human Resources

**This description is intended to be generic in nature. It is not intended to determine all specific duties and responsibilities of any particular position. Essential functions and overtime eligibility may vary on the specific tasks assigned to the position.**

## Other Duties

**Please note that this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time, with or without notice.**

**Employee signature below constitutes employee's understanding of the requirements, essential functions, and duties of the position:**

Employee \_\_\_\_\_

Date \_\_\_\_\_