

SYNOVUS®

Synovus is – and always has been – a place where business is personal. While we have different names in different places, we are one company – Synovus. We have the strength of a major financial institution while maintaining the personal relationships you’d expect from your bank around the corner. From everyday banking to corporate services, Synovus is **the bank of here**.

Synovus began with a single act of kindness in 1888, and our passion for serving others has been growing ever since. Our roots run deep in all of the communities we serve, and we are committed to helping friends, neighbors, and customers alike achieve their goals.

Synovus is currently recruiting for this wonderful employment opportunity located at its **Alpharetta, GA** location:

Job Title: **Manager, Small Business Lending Center**

Job Summary:

Manages day-to-day operations for the Small Business Lending Center of Synovus Bank. Manages the workflow, product quality, risk assessment, responsiveness and accuracy of the department. Implements and ensures that all corporate policies and procedures are followed to ensure soundness, consistency, compliance and maximum earnings. Manages continuous improvement of processes, quality and consistency. Supports internal and external customer inquiries and act as SME for Small Business requests.

Job Duties and Responsibilities:

- Manages day-to-day activities of the Small Business Lending Center for Synovus Bank which performs the activities related to capturing, autoscore and underwriting of all approved small business loans for lenders across the Synovus footprint. Establishes goals and work plans consistent with Small Business Loan objectives and monitors results.
- Manages adherence to the most efficient processes resulting in highest satisfaction levels. Provides feedback and coaching support to improve performance via enhanced processes, policies, and work load modifications. Assists with customer service and escalation of problems to ensure high satisfaction levels and development of root cause solutions.
- Ensures compliance with pertinent government rules and regulations for small business lending. Promotes ethics and compliance; builds and sustains an environment where adherence to and reinforcement of the highest standards of integrity and ethics are the norm. Identifies opportunities and

takes action to enhance compliance within own organization.

- Manages to established service delivery standards for internal and external customers of the center. Ensures the removal of barriers that impact the delivery of quality customer service. Recognizes problems and issues; analyzes root causes; evaluates and considers alternatives; develops and implements goals, strategies and tactics; and makes appropriate decisions. Provides exceptional customer service at all times, and ensures small business lending center team does the same.
- Works with lenders to ensure optimum balance between customer and company interests, while remaining within bounds of prudent banking and approved company policies and practices. Approves or rejects credit requests, exceptions, and overrides to declinations within assigned limits, and solicits the appropriate review and approval required for exceeding limits.
- Provides leadership, motivation, training, direction and growth opportunities to members of the Small Business Lending Center, performing those responsibilities in accordance with the Company's policies and applicable laws. Responsible for interviewing, hiring, planning, assigning or directing work, appraising performance, disciplining team members and resolving problems. Works with the Human Resources Department to resolve more complex team member-related issues.
- Each team member is expected to be aware of risk within their functional area. This includes observing all policies, procedures, laws, regulations and risk limits specific to their role. Additionally, they should raise and report known or suspected violations to the appropriate Company authority in a timely fashion.

Required Knowledge, Skills, & Abilities:

- Minimum Education: Bachelor's Degree in Business Administration, Finance, Accounting, or related field, or an equivalent combination of education and experience
- Minimum Experience: 7+ years of job specific work experience with demonstrated professional growth and achievement in an organization of comparable size, business diversity, scope and complexity
 - 5+ years business lending experience, with demonstrated progressive professional growth
 - 3+ years of experience leading team demonstrating the ability to create a positive work environment with open communication and motivated team members
 - Thorough knowledge of small business lending methods, practices and services, economics and credit dynamics
 - Advanced knowledge of federal and state laws, rules, and regulations governing small business lending
 - Ability to establish and maintain effective working relationships with a diverse group including executive management, bank partners, team members and customers
 - Strong people skills with ability to effectively communicate to of all levels in the organization
 - Sound decision making skills with ability to balance customer needs with corporate interests
 - Ability to plan, implement and evaluate the achievement of goals , objectives and work plans
 - Quick learner of new technology
 - Proficient in Microsoft Office, including Excel, Word and PowerPoint

If you're interested in this employment opportunity or you know someone who is interested, I encourage you to apply to this opportunity by visiting www.Synovus.com or by emailing your resume to my attention at EricFowler@Synovus.com