



**Position: Loan Operations Manager**

Working under the administrative and functional direction of the Senior Loan Operations Officer, this position is responsible for the day to day management of all the assigned division's back office loan processing and operational support functions from servicing, to include loan bookings (upload), payment posting, and ongoing loan maintenance. In this role, ensure that loan operations functions are executed according to the established standards of the company.

**Location: Fitzgerald Ops Office, Grant Street, Fitzgerald GA 31750**

**Essential Functions and Basic Duties:**

1. Provide day to day management of the loan operations' defined functions to ensure department goals are in alignment with the Bank's strategic goals and objectives.
2. Participate and assist with the bank's Loan Policy development and continued enhancement.
3. Assist in the preparation of reports to senior management, audit committee, and/or Board of Directors regarding assessment of overall quality of loan operations and the lending process.
4. Assist with maintenance and management of the bank's loan platform to ensure products and documents are correct and current.
5. Assist with setup and handling of participation loans to include document preparation, setup, maintenance and payment processing.
6. Proactively manage and ensure that all loans are reviewed for errors, exceptions and data inconsistencies. Provide effective management reporting, tracking and monitoring of exceptions through resolution.
7. Ensure compliance, policies and procedures are followed and staff is held accountable for providing consistent quality customer service to internal and external customers.
8. Oversee the management of all loan collateral, confirmation of collateral account holds, continuation of UCC filings and filing of DMV liens.
9. Provide input to the requirements for new technology solutions and assistance with the implementation of new solutions as appropriate to support loan operations efficiencies and productivity.
10. Assist in ensuring appropriate information is provided to support regulatory agencies as it pertains to Loan Operations reporting and examinations.
11. Provide input to and ensure the maintenance of the Loan Operation's business continuity plan in coordination with the Corporate Information Security Officer.

12. Provide internal product support as required for all Lending Products. Work with the Information Technology organization to ensure appropriate integration for products and services.
13. Provide assistance to lending support staff as needed to resolve questions or issues.
14. Other management responsibilities as determined appropriate and approved by senior management.
15. Assist in the recruitment, hiring and retention of quality loan operation staff.
16. Provide employee performance reviews and determine employee professional development training requirement.
17. Directly supervise and/or manage loan processors and reviewers in the Loan Operations area.
18. Determine assignments and direct employees work, appraise performance, reward and discipline employees, addressing complaints and resolving issues.
19. Complies with all bank and personnel policies and procedures including but not limited to policies and procedures regarding the Bank Secrecy Act.
20. Complete periodic training provided and/or required by Colony including but not limited to BSA training within required time frames assigned.
21. Complete other duties as assigned.

## **Qualifications:**

### **Education:**

1. Minimum Bachelor's Degree in Business, Finance or related field required; extensive knowledge and experience in lending and/or loan operations may be substituted for a degree.
2. Appropriate certificates, licenses and/or registrations as applicable.

### **Experience:**

1. Minimum five years banking industry experience in credit administration, regulatory examination, lending or bank operations required.

### **Skills/Abilities:**

1. Proven leadership abilities with ability to think strategically and execute tactically.
2. Demonstrate the ability to listen and respond effectively to sensitive inquiries and complaints.
3. Ability to prepare effective reports to Senior Management, with statistical information pertaining to controversial or complex topics.
4. Ability to define problems, collect data, establish facts and draw valid conclusions.
5. Ability to coordinate a high level of activities in a variety of conditions while adhering to deadlines and tight schedules.
6. High degree of accuracy and attention to detail.
7. Ability to use various office equipment and a variety of software.

### **Work Environment:**

Requires regular office conditions.

**If interested, submit your resume to: [tammiec@colonybank.com](mailto:tammiec@colonybank.com)**

**Equal Opportunity Employer / Minorities / Females / Veterans / Disabled / Drug Free Workplace**