



Affinity Bank, a \$600+ million community bank with offices located in Covington and Atlanta, Georgia has an immediate opening for a Loan Operations Specialist.

Qualified candidates should submit resumes to [smunk@myaffinitybank.com](mailto:smunk@myaffinitybank.com) with “Loan Operations Specialist” in the subject line.

Affinity Bank is an equal opportunity employer. It affords equal employment opportunity to all individuals, regardless of age, race, color, religion, gender, national origin, sexual orientation, gender identity, genetic information, veteran status or disability.

**PURPOSE/POSITION SUMMARY:**

To accurately perform loan operations related functions and courteously address the needs of both internal and external customers. This position will be based in our Atlanta, Georgia office.

**RESPONSIBILITIES:**

- Process the booking and servicing of all loan participations.
- Assist with tracking and clearing loan exceptions/tickler items.
- Manage commercial and residential construction draw process.
- Process loan payments.
- Provides customer service assistance as required to internal and external customers.
  - Assists in answering phones and accurately responds to inquiries in a prompt, courteous and efficient manner.
  - Assists Loan Personnel with items needed from loan files.
- Provides payoff quotes to external customers, attorneys, other third parties, etc.
- Handle release of collateral for various loan types
- Serves as back up to other positions in Loan Operations as needed.
- Other duties as assigned by Manager.

**MINIMUM JOB REQUIREMENTS:**

- High School graduate or equivalent
- Minimum of five years loan operations/banking experience
- Previous experience with CSI Nupoint preferred, but not required
- Some accounting knowledge is a definite plus
- Proficient with Microsoft Office applications, including Word, Excel and Outlook
- Initiative to learn all aspects of the Loan Operations Department
- Ability to learn quickly and have a solid understanding of the entire loan process for all systems
- Strong attention to detail and must understand the importance of accuracy
- Offers ideas and suggestions for improving workflow
- Ability to receive and accept constructive criticism
- Must be flexible, capable of multi-tasking and have the ability to accept ongoing change
- Excellent organization, planning, and problem resolution skills
- Ability to maintain composure under pressure and display a professional demeanor at all times
- Ability to work with minimal supervision and maintain strict confidentiality
- Excellent interpersonal and written and verbal communication skills to tactfully interact with customers and employees at all levels in the organization
- Strong customer service orientation