



JOB DESCRIPTION

Business Services Specialist

Department	Member Business Services
Reports to	Business Services Operations Manager and may receive direction from Sr. AVP/Manager, Business Services
Supervises	N/A
Pay Grade	Non-Exempt Grade 10

Job Summary

Under general supervision and within established lending guidelines, assists members with general eligibility and lending requirements. Processing business loan applications to ensure accuracy, compliance, and timely approval. This role requires strong attention to detail, excellent communication skills, and the ability to work efficiently in a fast-paced environment.

This role plays a crucial part in ensuring smooth business lending operations while delivering excellent member service to borrowers and internal teams.

Essential Functions

- Review and process business loan applications, ensuring all required documentation is complete and accurate.
- Verify financial statements, tax returns, credit reports, and other supporting documents.
- Communicate with loan officers, underwriters, and borrowers to gather additional information and resolve discrepancies and adhere to assigned deadlines.
- Ensure compliance with company policies, regulatory requirements, and lending guidelines.
- Input and update loan information in the lending system(s) and maintain accurate records.
- Assist with loan closings by preparing necessary documentation and coordinating with all parties involved.
- Monitor loan pipeline and provide status updates to relevant stakeholders.
- Support business lending operations by identifying process improvements and maintaining service standards.
- Monitor and replenish collateral material and supplies necessary for the department's needs.
- Performs other duties as assigned.

Required Knowledge, Skills, and Abilities

- Understand and respond to complex verbal and written communications.
- Requires a working knowledge of office practices and procedures, including information processing, making mathematical computations, operating calculators and adding machines, typing with reasonable speed and accuracy, writing legibly, and dealing with members tactfully and courteously.
- Must work harmoniously with other employees.
- Maintain working knowledge of our policies and procedures regarding the Bank Secrecy Act, Regulation CC, Regulation E, Bank Security, and other regulations that apply to your position.
- Basic knowledge and experience in a Business Services Specialist position with a thorough understanding of documentation, lien perfection, and loan servicing for business loans.
- Knowledge of loan documentation, underwriting guidelines, and compliance regulations.
- Solid knowledge of understanding NCUA regulations in Business Services.
- Proficiency in loan processing software and Microsoft Office Suite.
- Strong analytical skills and decisive decision-making skills.
- Strong organizational skills and attention to detail.
- Ability to work independently and meet deadlines in a fast-paced environment.

Education and Experience

- High school graduate or equivalent required; associate or bachelor's degree in finance, business or related field preferred. A minimum of one year experience as a loan processor in a financial services organization.
- A minimum of one years' experience as a loan processor in a financial services organization, preferable in business lending recommended or preferred. Experience of opening new accounts, with a focus on understanding business formation documentation.
- Familiarity with automated loan processing systems and computers is required. Business documentation and/or new account opening experience recommended.

Additional Requirements

- Incumbent must be bondable.

Physical Demands

This is a moderately sedentary office position although standing and walking between work areas is required. Individual(s) in this position must possess the mobility to work in a standard office setting and use standard office equipment, including a computer; visual acuity to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator at a reasonable speed, and to operate standard office equipment. This position occasionally bends, stoops, kneels, reaches, climbs, and walks; and pushes and pulls drawers open and closed to retrieve and file information. Employee must possess the ability to lift, carry, push, and pull materials and objects weighing up to 10 pounds regularly, and up to 50 pounds occasionally. Works in an office environment with moderate noise levels.