Coast Central Credit Union
Where YOU are central

JOB DESCRIPTION Business Services Specialist I	
Department	Member Business Services
Reports to	Manager, Business Services Operations and may receive direction from Senior Assistance Vice President /Manager, Business Services
Supervises	N/A

Job Summary

Under general supervision and within established authority, the Business Services Specialist I independently coordinates routine to moderately complex business-loan processing, documentation, closing, collateral-perfection, and servicing activities. The position applies business-lending knowledge and sound judgment to identify documentation and operational risk, resolve routine discrepancies, and ensure transactions are accurate, complete, compliant, and delivered within established service standards. The role serves as a key operational liaison among borrowers, relationship teams, underwriting, vendors, and internal departments throughout the loan lifecycle.

Essential Functions

- Own assigned business-loan files from application intake through closing and initial boarding, coordinating requirements, deadlines, and communications across borrowers and internal partners.
- Review business formation documents, financial statements, tax returns, credit reports, collateral information, insurance evidence, and other supporting documentation for completeness, consistency, and compliance with approved terms.
- Identify missing, inconsistent, or exception items; research routine discrepancies; and escalate matters requiring credit, legal, policy, or compliance interpretation.
- Prepare and maintain accurate loan-processing checklists, system records, tracking logs, and electronic credit and collateral files.

- Coordinate preparation, review, execution, and delivery of loan and collateral documentation using approved systems, templates, and procedures.
- Complete or coordinate lien searches, UCC filings, title and escrow requirements, insurance documentation, and other collateral-perfection activities under established procedures.
- Coordinate closing activities with borrowers, loan officers, underwriters, title or escrow companies, attorneys, vendors, and internal operations teams.
- Validate that approval conditions and required documentation are satisfied before closing or funding and refer unresolved exceptions to the appropriate authority.
- Monitor assigned pipeline activity, proactively communicate status and risks, and meet established service-level and closing deadlines.
- Support post-closing review, document follow-up, system boarding, quality control, and servicing handoff.
- Identify recurring workflow issues and recommend practical processes, checklist, or documentation improvements.
- Perform other duties as assigned.

Required Knowledge, Skills, and Abilities

- Knowledge of business loan documentation, collateral documentation, lien perfection, loan servicing, and closing requirements.
- Knowledge of business formation documents and the ability to evaluate documentation for completeness, consistency, and operational sufficiency.
- Working knowledge of applicable NCUA requirements, Bank Secrecy Act requirements, lending regulations, internal controls, and credit union policies relevant to the position.
- Ability to identify documentation, compliance, collateral, and operational risk and determine when escalation is required.
- Ability to organize competing priorities, manage deadlines, maintain accurate records, and communicate status, risks, and dependencies to stakeholders.
- Proficiency with loan origination and servicing systems, electronic document management, Microsoft Office applications, and related business systems.
- Professional written and verbal communication skills and the ability to work effectively with members, borrowers, vendors, legal counsel, title and escrow partners, and internal teams.

- Ability to apply established procedures independently to routine and moderately complex transactions and to recognize matters requiring escalation.

Education and Experience

- High school diploma or equivalent required; associate or bachelor's degree in finance, accounting, business, or a related field preferred.
- Minimum of two years of progressively responsible loan-processing, loan-operations, business-documentation, or financial-services experience, including at least one year supporting business or commercial lending preferred.
- Experience with business entity documentation, loan documentation, collateral perfection, closing coordination, and automated loan-processing systems strongly preferred.
- An equivalent combination of education, training, and directly relevant experience may be considered.

Additional Requirements

- Incumbent must be bondable.
- Maintains confidentiality of member, applicant, employee, and credit union information and complies with applicable information-security and records-management requirements.
- Maintains current knowledge of applicable policies, procedures, internal controls, and regulatory requirements assigned to the position.

Physical Demands

This is a moderately sedentary office position, although standing and walking between work areas are required. The incumbent 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 computer screens; and hearing and speech sufficient to communicate in person, before groups, and by telephone. Finger dexterity is required for keyboarding and operation of standard office equipment. The position occasionally requires bending, stooping, kneeling, reaching, climbing, and walking, and may require lifting, carrying, pushing, or pulling materials weighing up to 10 pounds regularly and up to 50 pounds occasionally. Work is performed in an office environment with moderate noise levels.