

**VERABANK
JOB DESCRIPTION**

JOB TITLE: Exception Documentation Clerk

DEPARTMENT: Note

INCUMBENT:

SUPERVISOR: Loan Servicing Manager

FLSA STATUS: Non-Exempt

DATE:

JOB PURPOSE

Responsible for verifying data entry to ensure loan records are accurately recorded on loan system. Verifies all loan documents for completeness and accuracy.

DUTIES AND RESPONSIBILITIES

1. Process exceptions that come through the mailbag and note inbox.
2. Tracks for exception items through the exception/covenant system.
3. Process collection items in the collection system, index all correspondence for the collections, and mail them to the intended party.
4. Assist with working the insurance that is sent daily through the mail bag, verify against XE, clear or add exception if applicable in the exception system, and index the insurance to the collateral file.
5. Check in loans that come in through the mail bag.
6. Assist with Loan Document Imaging and Indexing.
7. Verify documentation required on loans and verify loans are recorded accurately on loan system.
8. Performs other clerical duties, such as skip tracing, quoting payoffs, verifying loan advance sheets, paid off vehicles, checking for cross-pledged loans and charge-offs, etc.
9. Researches and resolves problems that occur, such as computer payment posting, input errors.
10. Makes necessary changes, inputs data changes, orders new payment coupons, and checks for accuracy.
11. Process paid, payment due, and past due notices.
12. Process paid notes, inputs corresponding information to XE and exception systems, and mails note and/or collateral to intended party.
13. Provides professional, efficient customer service.

CONTACTS

Daily contact with supervisor and co-workers. Frequent contact with bank supervisors and customers.

SPECIFIC REQUIREMENTS

1. High school diploma or equivalent experience.
2. General knowledge of accounting and general ledger.
3. Detail oriented.
4. Excellent oral and written communication skills.
5. Excellent customer service skills.

PREFERRED REQUIREMENTS

1. One to two years experience in loan department functions.
2. Familiar with loan servicing and bank regulations related to loans.
3. Knowledge of loan support software and systems.
4. Familiar with the bank's core accounting system.
5. Knowledge of personal computer and related word processing and spreadsheet software.
6. Knowledge of various banking departments.
7. Ability to work independently and as a team with excellent time management skills.

PHYSICAL REQUIREMENTS

Office setting with moderately varied desk-oriented activity, with fatigue being relieved by opportunities to stand and move around in a comfortable environment.

NOTICE

1. This job description in no way states or implies that these are the only tasks to be performed by the incumbent occupying this position. The incumbent will be required to follow any other instructions and to perform any other job-related duties.
2. Requirements are representative of minimum levels of knowledge, skills, and/or abilities. To perform in this position successfully, the incumbent will possess the abilities and aptitudes to perform each task proficiently.
3. Ability means to possess and apply both knowledge and skill.
4. This position description has excluded the marginal or peripheral functions that are incidental to the performance of primary functions. All requirements are essential to the function of the position.
5. This job description describes the minimum selection requirements to qualify for the position. However, promotion and other employment decisions are also based on Bank needs, being in good standing, fully competent performance, and other non-discriminatory issues.
6. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.
7. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.

8. This position description does not create an employment contract, implied or otherwise, other than an “at will” employment relationship.

Employee

Department/Division Manager

Date

Date