



## Position Description

<b>PCN (s)</b>	<b>08-0207</b>
<b>JOB TITLE</b>	<b>SENIOR LOAN SERVICER</b>
<b>LOCATION</b>	<b>ANCHORAGE</b>
<b>RANGE</b>	<b>17/19/21 FLEX</b>
<b>REPORTS TO</b>	<b>COMMERCIAL FINANCE DIRECTOR 08-0201</b>
<b>FLSA EXEMPT</b>	<b>No</b>
<b>REVIEWED BY (NAME AND DATE)</b>	<b>LINDA SENN                      APRIL 2021</b>
<b>APPROVED BY (NAME AND DATE)</b>	<b>LINDA SENN                      APRIL 2021</b>
<b>EFFECTIVE DATE</b>	<b>5/19/2021</b>

**POSITION PURPOSE:**

Oversees all aspects of servicing AIDEA's and AEA's loan portfolios. Maintains databases for all loans made by AIDEA and AEA.

**ESSENTIAL FUNCTIONS:**

- Services AIDEA loan portfolio: Inputs new loans in financial management software (Navision), ensures the timely processing of loan payments, enters approved loan modifications into the Navision accounting system, enforces the terms of servicing agreements, discusses servicing disputes with the servicing banks, and clarifies policies and procedures as they pertain to the servicing of the loans. Some of the above is delegated to Loan Servicing/Accounting Technician as necessary and pertinent.
- Trains Loan Servicing/Accounting Technician for the loan servicing portions of that position, and ensures the accuracy of their work.
- Coordinates with the Loan Officers the release of security documents (deeds of trust/UCC's) for paid loans that are direct-serviced. Answers general questions regarding AIDEA loan programs and provides information requested.
- Services AEA programs: Logs in applications, maintains loan database by tracking commitments and disbursements, inputs new loans, disburses loans, prepares invoices, applies payments. Some of the above is delegated to Loan Servicing/Accounting Technician as necessary and pertinent.
- Creates new reports, updates established reports or uses canned reports to distribute information regarding loan portfolio: Delinquency reports, trial balances, portfolio diversification, outstanding commitments, funds available for AEA loan programs, or any other information needed by management on a day-to-day basis. Prepares monthly invoices for direct-serviced loans (both AIDEA and AEA). Prepares year-end statements and IRS forms for direct-serviced loans.

- Answers questions and provides training on the financial management system (Navision) relating to loan servicing to others in the department.
- Identifies calculation problems or enhancements necessary for day-to-day processes. Implements new processes to fully utilize the potential of the loan system. Works with both in-house and external contact software staff to implement and test enhancements and/or improvements.
- Documents and updates procedures to document loan servicing processes.
- Maintains database information for Conduit Revenue Bonds including the June 30 balance that must be reported each year.
- Other duties as assigned.

#### **PHYSICAL REQUIREMENTS AND POTENTIAL HAZARDS**

While performing the duties of this job, the employee is frequently required to sit; use hands or fingers; handle or feel; talk and hear. The employee is occasionally required to reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

#### **TECHNOLOGY, EQUIPMENT, SYSTEMS, AND TOOLS**

Requires advanced skills in database software and a strong expertise with the Navision enterprise database system. Requires basic skills in report writing, word processing, email and general office equipment.

#### **CRITICAL KNOWLEDGE, SKILLS, AND ABILITIES:**

- Knowledge of basic accounting concepts.
- Ability to calculate interest using a variety of methods - sometimes solving for a missing item, therefore basic algebraic concepts are necessary.
- Ability to ensure the loan servicing process is performed with accuracy and attention to detail.
- Advanced skills in Microsoft Office software (Excel, Access, Word, Outlook), as well as basic knowledge of office equipment.
- Knowledge of loan amortization, interest calculation, loan participations, loan security documents and generally accepted banking practices.
- Ability to communicate in both written and oral form to diverse groups ranging from commercial bankers and financial accountants to small village power plants and rural business operators.
- Ability to create basic Jet reports, as needed.
- Ability to meet time sensitive deadlines.

**DESIRED QUALIFICATIONS:**

Must have an Associate's degree in finance or a related field, two years of experience in loan servicing with a commercial bank, credit union, mortgage company, or comparable organization; this includes interest calculations and payment application. Additional years of related experience may be substituted for educational requirements.

**DISTINGUISHING CHARACTERISTICS: (FROM SIMILAR HIGHER OR LOWER POSITIONS IN THE SAME CLASS)**

Range 19: Ability to function in assigned capacity with little supervision; makes routine decisions and able to complete assigned tasks.

Range 21: Ability to complete difficult assignments that require a higher level of technical knowledge and ability to research complex issues.