



Loan Support Specialist Bedford

Please forward resume and completed job application via mail or email to:

Attn: Tanner Peterman
PCSB Bank
808 Pollock Blvd
Bedford, IA 50833
Careers@WeArePCSB.com

SUMMARY

The successful candidate will be a customer service and solution oriented team member. Essential responsibilities include, but are not limited to, handling routine financial transactions, assisting customers with new and ongoing account support, and loan administration. Reports to Community President of PCSB Bank Bedford, 37.5 - 40 hrs/wk.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Maintain and scan loan files, including some document preparation and filing
- Review loan documents to ensure accuracy and compliance with all regulatory and legal requirements
- Initiate disbursements and book loans on the core system
- Accept applications for mortgages and real estate loans
- Maintain compliant, up-to-date loan files with all necessary loan documentation and customer information
- Adherence to bank credit policy, and all state and federal regulations
- Handle routine financial transactions (deposits, withdrawals, advances, loan payments, etc.), and balance these transactions daily while ensuring a positive interaction with customers and non-customers
- Cross-sell products when appropriate by making the necessary referrals to those who specialize in the bank's outstanding product line
- Open new accounts and become knowledgeable in all bank retail products and services, applicable bank and branch policies, procedures and support systems

MINIMUM QUALIFICATIONS

- High school diploma or equivalent
- Banking industry experience preferred, but not required
- Excellent verbal and written communication skills
- Excellent telephone and interpersonal skills
- Good problem-solving, negotiation, and time management skills
- Proficient computer skills, including Microsoft Office