

# Loan Operations Manager

Boston, MA

## Position Overview

The Loan Operations Manager is responsible for the day-to-day activities of the Loan Servicing and Operations Department, ensuring a high level of quality service and accuracy and timeliness in all commercial loan transactions. The Loan Operations Manager will supervise the loan support staff in functions relating to processing and servicing of loans, tax calling, customer service, record retention, and handling all transactions with complete discretion and confidentiality. Also prepares department budget and reviews policies and procedures for the department.

The Loan Operations Manager assumes responsibility for the management of loan operations functions to ensure that loans are properly and accurately serviced from acquisition through final disposition.

**Primary responsibilities** will include management and direct oversight of operations to include Loan Documentation, Records Management, Payments, and Reconciliation. The Loan Operations Manager will also act as a liaison with other Departments as needed. This high level position will help maintain the well-being of the firm through developing organization priorities by analyzing organization operations; identifying opportunities for improvement, cost reduction and systems enhancement

## Qualifications

- Consideration will be given to candidates who possess a Bachelor's degree and five to ten years of commercial loan operations / servicing experience. Strong knowledge of commercial loan documentation and of basic accounting principles, payment posting, balancing and reconciliation, and management experience preferred.
- The successful candidate must also have experience managing, organizing, prioritizing and delegating to several employees in a variety of areas. The ability to develop action plans, organize projects, set priorities, meet project schedules and work independently is essential. Excellent interpersonal and communication skills and ability to multitask within a fast paced environment is a must.

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Qualified and Interested Candidates send your resume to: [jerry@nrer.org](mailto:jerry@nrer.org)