



Commercial Loan Operations Specialist

Position: Commercial Loan Operations Specialist

Location: 912 Northwest Boulevard, Coeur d'Alene, ID 83814

Job Type: Full-Time

About the Role

We are seeking a Commercial Loan Operations Specialist to join our team. Candidates with at least two years of experience in loan documentation, support, and servicing will help process and manage commercial loans efficiently, ensuring accuracy and compliance.

At bankcda, we support local businesses and encourage professional growth in a collaborative, innovative environment. Our commitment to excellence, community service, and understanding customer needs makes bankcda an outstanding place to advance your career. As a member of our dedicated team, you'll work alongside talented professionals who value teamwork, mutual support, and shared success, making a real impact together.

Duties and Responsibilities

- Prepare, review, and process commercial loan documentation in accordance with bank policies and regulatory requirements.
- Ensure compliance with all applicable banking regulations and company policies.
- Provide loan support services, including funding, disbursement, and payment processing.
- Release titles and insurance interest, term fees, and residuals, to calculate and process payoffs.
- Perform moderately complex clerical duties related to commercial loans.
- Serve as a customer service representative answering all telephone and written requests for net payoff quotes, credit ratings, and problem resolution.
- Complete research as needed, following each issue through to timely resolution.
- Maintain and update loan records, ensuring all files are accurate and complete.
- Collaborate with relationship managers, underwriters, and other departments to ensure timely and accurate loan servicing.
- Respond to internal and external inquiries regarding loan status, documentation, and servicing matters.
- Monitor and update required insurance for loan customers, making sure to collect new insurance documents when policies expire.
- Perform other duties as assigned.

Requirements and Qualifications

- Preferred two+ years of experience working within a commercial loan servicing department. This background ensures familiarity with industry standards and complex loan processes.

- Knowledge of lending processes, loan principles, and loan systems is required. Candidates must be adept at navigating and applying industry practices to ensure effective loan servicing.
- Proficiency in delivering customer service is necessary, with the ability to address client needs and resolve issues efficiently and professionally.
- Attention to detail, thoroughness, and strong organizational skills are crucial for managing complex loan records and documentation accurately.
- Strong written and verbal communication abilities are required.
- Ability to frequently re-prioritize tasks to meet changing deadlines is essential, demonstrating flexibility and responsiveness in a dynamic work environment.
- Ability to work independently as well as collaboratively within a team.
- A high degree of professionalism and integrity is expected, maintaining confidentiality and ethical standards in all transactions and interactions.
- Experience with loan processing platforms such as Alogent/LaserPro, Abrigo, Sageworks, CSI NuPoint, and AccuSystems. Additionally, candidates should possess advanced proficiency in the Microsoft Office Suite to support daily responsibilities.

Benefits

- 401(k)
- 401(k) matching
- Health/Dental/Vision insurance
- Employee assistance program
- Disability insurance
- Life insurance
- Paid time off including Vacation/Holiday/Sick

Schedule

- Monday to Friday

Work Location: In person

How to Apply

Interested candidates should submit a resume and cover letter to bradr@bankcda.bank.