

## COMMUNITY FIRST FUND TEAM MEMBER PROFILE

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Date: 06/2021

Name: Vacant

Position/Title: Documentation & Closing Specialist

Department: Loan Administration Supervisor: VP, Director of Loan Operations

Salary Band: Technical Specialist

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### CHARACTERISTICS

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- Organized/ Efficient
- Approachable
- Analytical
- Independent/ Self-motivated
- Adaptable and Strategic Leader
- Ethical
- Goal Oriented
- Conscientious
- Communicative
- Story Telling
- Performs well in a fast-paced work environment
- Supportive
- Curious
- Creative

### SKILLS

- Proficiency in Microsoft Products; with strong skills in Excel.
- Capacity to learn departmental software systems and databases, including but not limited to Customer Relationship Management software, SPARK (loan origination), The Exceptional Assistant (TEA – loan onboarding) and cloud-based programs like Microsoft 365 and Power BI.
- Proven customer service skills with a high level of customer focus and motivation.
- The ability to maintain a high degree of accuracy and attention to detail.
- Ability to work independently.
- Strong written and verbal communication skills.
- Strong analytical skills.
- Ability to work effectively with racially and socially diverse individuals.

### EXPERIENCE

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- Associates degree or equivalent experience in loan administration and collections.
- Four or more years of experience in commercial loan closing and collateral documentation.
- Experience in processing commercial loan collateral.
- Experience in preparing loan commitments in LaserPro.
- Experience coordinating with lenders and third-party providers in obtaining required information for a commercial loan closing.
- Knowledge and experience with the US Small Business Lending program (SBA).
- Notary experience preferred.
- Spanish speaking preferred.

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### **ROLE:**

The Documentation and Closing Specialist has the primary responsibility for the preparation and collection of the required documents to close successfully the commercial loans originated by the lending department. Additionally, they will prepare and release collateral documents after loans are paid off; and provide supervision and training to all closing associates in the department.

### **RESPONSIBILITIES:**

1. Establish Contact with Borrowers, Delinquent Borrowers and Lenders
2. CFF and CFF Capital Corporations Folders
3. Administrative Duties
4. Individual, Team and Company Participation

### **EXPECTATIONS:**

1. **Establish Contact with Borrowers, Delinquent Borrowers and Lenders**
  - a. Contact will primarily be by telephone, face to face meetings with borrowers may be required from time to time
  - b. Interface with above in processing of information to close commercial loans successfully.
2. **CFF and CFF Capital Corporations Folders**
  - a. A complete checklist of required documentation is obtained that includes: Borrower Resolutions, Business Loan Agreement, disbursement request and authorization, mortgage, power of attorney, UCC, assignment of life insurance, and Commercial Security Agreement, all depending on the type of commercial loan.
  - b. Close commercial loans in accordance with established policies and procedures of CFF.
  - c. Participates in related LAD meetings (Executive Committee Meetings, Commercial Loan Closings) as requested LAD management.
  - d. Assembling a required loan packet including a disbursement check/ wire in the processing of a loan closing.
  - e. Closers are responsible to collect items per the specific loan conditions as dictated by the Loan Committee loan approval.
  - f. If the loan includes Real Estate Collateral, obtain required property insurance, title Insurance, flood insurance (if required), and a current appraisal.
  - g. If the loan includes business assets such as equipment, a UCC search is completed and appropriate registration of the collateral is processed.
  - h. Obtain the legal name of the business entity and borrower, and any corporate guarantor on the new loan.
3. **Administrative Duties**
  - a. Responsible for written updates to management on all recommended courses of action including updating procedures on closings and collateral processing.

- b. Responsible for entering timely updates to the loan system (TEA) and client data base system (Spark), where appropriate.
- c. Prepare loan documentation including Loan Commitments.
- d. Review, evaluate, and prepare for the release of loan collateral after the loan is paid off.
- e. Review and evaluate the release of collateral due to an insurance loss/claim on problem loans (delinquent or bad debt accounts).
- f. Notify SBA consultant when appropriate.
- g. Interface with SBA on the origination and documentation of guaranteed loans to ensure all specific SBA procedures are completed.
- h. Constantly update the closing procedures in accordance with approved policies and procedures.
- i. Record and distribute loan committee minutes as directed.
- j. Provide back up support to other loan administration staff as required to insure continuity of service to customers.
- k. Oversee the training of designated staff.

**4. Individual, Team & Company Participation**

- a. Quarterly Coaching Sessions and Annual Review Meeting
- b. Department Meetings
- c. Loan Committee
- d. Opportunities Meeting, Quarterly Business Meeting
- e. Participate in training, assessments and surveys as directed
- f. Special Events Attendance & Support

**Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is frequently required to stand, sit, talk and hear.
- The employee is occasionally required to move about the office; use hands and fingers to feel, handle, or operate office equipment.
- Specific vision abilities required by this job include close vision and the ability to adjust focus.

**Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The work is performed primarily in an office or client business setting. The noise level in the work environment is moderate.
- Travel in a wide geographic area is required approximately 10% of the time. Employee must hold a driver's license and able to drive, and able to travel outside of the office for meetings, conferences, client visits and other job-related commitments.



*The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The team member profile does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*