

**CommunityBanc, Inc.**  
**Notice of Open Position**

Job Title: Loan Operations/Imaging Specialist I  
Company/Department: The Community Bank/Loan Operations Department  
Location: Downtown Zanesville  
Supervisor: Loan Operations Officer  
Schedule: M-F, 8-5 (hours may vary at times)

**Summary:**

Assist department Supervisor as directed. Responsible for proper scanning and filing of documents into Synergy per the direction of the Loan Operations Officer. Printing bank documents, processing/printing debit cards and mailing the documents and cards to customers. Completing requested loan maintenance and payoffs. Provides a positive and consistent experience in every interaction with every internal and external customer.

**Essential Duties and Responsibilities:**

Imaging:

Review the department procedures for Synergy. Assist training of other users and provides feedback to Manager on issues, concerns, and ideas for improvement.

- Scans, indexes and files loan, deposit and safe deposit box related documents into Synergy according to the Synergy Standard Operating Procedures.
- Transfers documents to the appropriate folder location in Synergy.
- Securely stores scanned documents in file room.
- Maintains loan, deposit and safe deposit files and purging as necessary according to the Synergy Standard Operating Procedures.
- Print and mailing operations bank documents such as letters, statements, notices, etc. as assigned.

Loan Operations:

- Performs collection requests pertaining to sequence loans (establishing and deleting).
- Assists in filing liens on titles, distributing interoffice mail, internal and external customer calls and inquiries and taking titles to the title office.
- Handles customer inquiries concerning loans
- Maintains file room, determining space for future storage, moving files as needed, organization. Purges Turn Down drawer from year-to-year and storing.
- Assists in transporting documents and files to file room for storage.
- Files loan jackets and other pertinent information related to customer files including branch filing.
- Quotes and faxes payoffs on all loans.
- Performs AFT input, maintenance and review as needed for all loans.
- Performs loan maintenance as requested from collections including but not limited to file requests and payment corrections.
- Performs loan modifications according to documents

- Provides support and maintenance for offices.
- Assists in filing liens on titles, distributing interoffice mail, internal and external customer calls and inquiries and taking titles to the title office
- Remains knowledgeable of all department functions for assistance during times of need; vacations, unexpected absences, and/or emergencies.
- Provides backup assistance for Card Services functions when needed.
- May provide assistance and/or backup to other operational departments when needed.
- Annually reviews job's standard operating procedures and assists with updates and training as needed.
- Keeps procedures up to date and create new as needed
- Follows and supports the Company's policies and procedures accurately.
- Positively represents the Company's culture and values.
- Achieves annual goals as assigned.
- Completes annual required regulatory and Cybersecurity training curriculums as assigned.

### **Supervisory Responsibilities**

This job has no supervisory responsibilities.

### **Education, Training and/or Experience**

High school diploma or general education degree (GED) and one to two years related experience and/or training; or equivalent combination of education and experience.