

Community Futures – Central Island
Loans Administration / Jr. Loan Analyst

JOB DESCRIPTION:

This position is responsible for supporting the Business Development Credit Officer (BDCO) with all lending and technical assistance activities of the Corporation. This includes responsibility for administrative duties associated with monitoring and maintaining performance of the loan portfolio within the guidelines of the Loan Policy and Loan Administration Procedures manual, coordinating all loan default management and collections activities, and preparing Loan Services performance reports.

LOAN ADMINISTRATION & REPORTING

- Assist with processing loan applications including the timely collection of customer application and personal or business financial information.
- Liaise with BDCO to ensure timely transfer or receipt of loan client, account and portfolio information.
- Loan files administration including filing, maintenance, closeout and correspondence.
- Responsible for setting up and advancing new loans on the loan sub-ledgers.
- Manage the electronic loan payment systems (CAFT) along with processing manual payments.
- Track loan client payments reports at a minimum weekly.
- On a minimum bi-weekly basis, print off NSF reports; reconcile and compile report for presentation to BDCO.
- Assist with loan monitoring by contacting past due clients, mailing of payment schedules, quoting loan payouts and preparation of simple loan terms and conditions amendments.
- Review/maintain loan maturity reports, loan covenants and collateral values for all clients.
- Responsible for ongoing maintenance of client, activity and contact databases in both The Exceptional Assistant (TEA) and Microsoft Outlook.
- Liaise with TEA and database systems support to maintain information integrity for reporting and planning purposes.
- Prompt identification of emerging problems and 'watch list' clients to Loans Manager
- Coordination of appointments, schedule, and arranging of key meetings.
- Contact past due loan clients as needed; mail payment/amortization schedules and quote loan payouts.
- Integrate and update the Loans Client, Business, and Community Contacts mailing list (TEA, Microsoft Outlook, and/or other organizational databases)
- TEA Loan Module Database file administration: entry, maintenance, and performance tracking including:
 - o Update and maintain all collateral inventories and ensure General Security Agreements, mortgages, etc. are currently registered, collect financial materials, insurance documents and loss payee.
 - o Ensure all information in system is up to date for each client – address and contact info.
 - o Ensure accuracy of all data in system and that payments are allocated in the order of fees, insurance, interest and principle.
 - o Life Insurance – monthly review and reporting if necessary.

- o Amortization schedules – revise and maintain so each reflects the current terms of conditions or the newly revised.
- o Collateral substantiation – ensure that all pertinent documentation is diarized in the system.
- o Maintain Loan Account Numbering system and assess the benefits of shifting to the TEA automatic numbering process
- o Prepare WED Quarterly Report and other reports as required
- o Audit, preparation and maintenance of loan account delinquency journals
- Provide information and/or reports as requested by BDCO or ED
- Provide prompt identification of emerging problems and ‘watch list’ clients to BDCO
- Provide requested documentation for monthly Loans Committee meetings and/or other related meetings as required.
- Assist in the provision of all logistical and document preparation support for monthly Loans Committee meetings and other related meetings and events as required.
- Attend Loans Committee Meetings and Loans Team Meetings – Responsible for minute taking.
- Develop & maintain a diary system to verify that client financial statements, annual reports, insurance, property taxes, et al are current. Perform said verifications.
- Assist BDCO to maintain loan and loan administration policy manual and recommend loan administration policies and procedures to BDCO and Executive Director (ED).
- At the direction of the BDCO, make adjustments to payment schedules.
 - o Verify in writing (email) to the BDCO when all necessary adjustments are completed.
- In consultation with BDCO and ED, ensure necessary write-off activities are conducted as they occur; to be complete by every fiscal year end.
- Maintain loan client post-dated cheques/automatic direct payment records.
- Understand the suppression of interest and insurance and how to activate and de-activate if and when necessary.
- Track and monitor prime rate and reflect changes in TEA in a timely manner
- Coordinate and prepare monthly loan client payment reports to Equifax Canada.
- Reconcile and administrate Industrial Alliance in house insurance.
- Replenish and update as required the loan and EIR application form packages.
- Update and maintain relevant information in the “Office Bible”.
- Assist with the coordination, set up and attending tradeshow or any other special events.
- Receive walk in clients and provide information or refer to appropriate staff for specific assistance.
- Other duties as assigned by the BDCO/ED

GENERAL

- Ensure that: clients are treated respectfully; clients’ requests are responded to in a timely manner; client needs are given fair and proper consideration; and client confidentiality is maintained at all times.
- Be aware at all times of the full range of products and services available, including all lending activities, website content, video conferencing training schedules, etc.
- Ensure that supervisors are kept informed of relevant issues/information