Loan Processor

Consumer | Commercial | Agricultural | Mortgage Lending

About the Role

Farmers & Merchants Bank of Ashland is looking for a **detail-oriented, highly organized, and customer-focused Loan Processor** to join our lending team.

As a Loan Processor, you will play an important role in supporting **consumer, commercial, agricultural, and residential mortgage loans** throughout the lending process. You will work closely with Loan Officers, customers, title companies, appraisers, insurance agents, attorneys, investors, and other partners to help ensure loans are processed accurately, efficiently, and with the personal service our customers expect from a community bank.

This position is a great fit for someone who enjoys variety, works well with others, takes ownership of their responsibilities, and takes pride in getting the details right.

What You'll Do

Loan Processing & Documentation

- Process consumer, commercial, agricultural, and mortgage loans through documentation, closing, booking, and post-closing.
- Review loan approvals and supporting information to identify documentation and other requirements needed for closing.
- Collect, review, and organize borrower, guarantor, collateral, insurance, title, financial, and other required loan documentation.
- Prepare accurate loan documents, disclosures, notices, and closing packages within required timeframes.
- Enter and maintain accurate loan, customer, collateral, and related information within the Bank's loan origination and core systems.
- Order and track applicable third-party services and documentation, including appraisals and evaluations, title work, flood determinations, credit reports, UCC searches, lien searches, and insurance information.
- Coordinate loan closings with Loan Officers, customers, title companies, attorneys, and other applicable parties.
- Review loan documentation prior to closing to help ensure required documents, approvals, signatures, and conditions are satisfied.

- Assist with accurate and timely loan booking and funding following closing.
- Identify documentation, compliance, or processing discrepancies and work with the lending team to resolve them.

Mortgage & Secondary Market Processing

- Prepare and assist with required residential mortgage disclosures, including Loan Estimates, Closing Disclosures, and other applicable documentation.
- Review and analyze tri-merge credit reports and identify items requiring additional documentation or follow-up.
- Review Desktop Underwriter (DU) findings and assist with obtaining documentation necessary to satisfy applicable underwriting conditions.
- Submit loan files to the applicable mortgage insurance company for pre-closing review and approval when required.
- Prepare mortgage loans for closing, including obtaining outstanding documentation and confirming applicable loan conditions have been addressed.
- Coordinate and balance purchase transactions with title companies prior to closing.
- Prepare lender closing packages and provide them to the Loan Officer in advance of closing for review.
- Prepare and submit closed mortgage loan files to the applicable investor for purchase.
- Work with investors to clear suspense items and outstanding conditions necessary for the sale and assignment of mortgage loans.
- Following investor purchase, complete applicable post-sale activities, including activating mortgage insurance and transferring or updating MERS, homeowners insurance, flood insurance, and mortgage insurance information.

Post-Closing, Collateral & Servicing

- Complete post-closing reviews and follow up on recorded documents, lien perfection, insurance, titles, UCC filings, and other outstanding documentation.
- Maintain and monitor collateral records, including mortgages, deeds of trust, titles, UCC filings, insurance, and other applicable collateral documentation.

- Assist with documentation and lien perfection requirements for consumer, commercial, agricultural, and real estate collateral.
- Monitor outstanding documentation and exception reports and assist with obtaining missing or updated information.
- Assist Loan Officers and customers with servicing needs, including payments, advances, payoff information, renewals, extensions, modifications, and other requests, as appropriate.
- Maintain complete, accurate, and well-organized loan files and records.
- Assist with ongoing maintenance of loan and collateral information.

Customer & Team Support

- Provide friendly, responsive, and professional service to customers throughout the lending process.
- Communicate effectively with customers, Loan Officers, coworkers, title companies, attorneys, insurance agents, appraisers, investors, and other business partners.
- Work collaboratively with Loan Officers and other team members to provide an efficient lending process and positive customer experience.
- Protect confidential customer and Bank information and follow established information-security practices.
- Maintain knowledge of Bank lending policies, procedures, products, applicable regulations, investor requirements, and processing systems.
- Support internal reviews, audits, examinations, and documentation requests as needed.
- Participate in training and professional development opportunities.
- Provide backup support to other members of the lending team as needed.
- Assist with special projects and perform other duties as assigned.

What You'll Bring

- High school diploma or equivalent required; additional education in banking, business, finance, accounting, agriculture, or a related field is a plus.

- Previous banking, loan processing, loan documentation, lending, or related financial-services experience preferred.
- Experience with consumer, commercial, agricultural, and/or residential mortgage lending is preferred, but we also value candidates who are eager to learn.
- Familiarity with secondary-market mortgage lending, Desktop Underwriter, mortgage insurance, MERS, investor requirements, loan documentation, or collateral perfection is a plus.
- Strong attention to detail and a commitment to accuracy.
- Excellent organizational and time-management skills with the ability to manage multiple priorities and deadlines.
- Strong written and verbal communication skills.
- A friendly, professional, and customer-focused approach.
- Strong problem-solving skills and sound judgment.
- Ability to understand and follow loan approvals, Bank policies, procedures, investor guidelines, and regulatory requirements.
- Ability to handle confidential information with discretion.
- Ability to work independently while also being a dependable and collaborative member of the team.
- Proficiency with Microsoft Office and the ability to learn the Bank's loan origination, document preparation, imaging, and core banking systems.

What Will Help You Succeed

We believe technical skills can be developed, but qualities such as **dependability, attention to detail, initiative, teamwork, accountability, and a genuine desire to help customers** are especially important in this role.

The ideal candidate enjoys learning, solving problems, keeping things organized, and taking ownership of their work. Experience with consumer lending, commercial or agricultural loan documentation, residential mortgage lending, real estate title work, UCC filings, collateral perfection, secondary-market lending, or loan compliance is a plus.

Most importantly, we are looking for someone who wants to be part of a team and is committed to providing the **personal, responsive service our customers expect from their community bank**.