RHODE ISLAND STUDENT LOAN AUTHORITY

Job Title: Director of Loan Operations

Department: Loan Origination/Servicing **FLSA: Salary**

Reports To: Deputy Director

Job Summary: This individual will have direct oversight for the Loan Origination, Servicing, Customer Service, LO/Servicing programming and Mailroom operations. Responsible for the development and implementation of policies and procedures as it pertains to loan processes and procedures, as well as programming and mailroom operations. The individual ensures an efficient and compliant operation and one that provides outstanding customer service. Additional duties include problem resolution and interaction with various departments within the organization, as well as outside vendors and school personnel.

Skills/Education:

- Bachelor's Degree or equivalent job-related experience.
- Minimum of 10 years of operations management experience.
- Over 10 years of experience in the student loan industry.
- Excellent written oral presentation and problem-solving skills
- Strong compliance and control knowledge with experience working in a highly regulated environment.
- Knowledge of Microsoft Word, Excel, Access, and Crystal Reports
- Independent worker and ability to exercise sound judgement and initiative.
- Ability to multi-task and meet deadlines in a timely manner.
- Understanding of basic accounting and budgeting.

Job Responsibilities:

- Direct oversight of the Loan Origination, Servicing, Customer Service, IT LO Development, and the Mailroom.
- Maximize operational performance.
- Develop operational procedures to ensure compliance with Authority and Bond underwriting requirements.
- Evaluate Origination/Servicing operations for compliance with relevant laws, regulations, policies, and procedures.
- Work with all areas of the organization on the timely correction of any identified loan operation deficiencies.
- Actively monitor origination and servicing quality levels and communicate policies that will improve overall productivity and service levels.
- Monitor daily loan activity and audit applications for decision accuracy.
- Develop daily and monthly reports to be used to maximize efficiency and loan volume.
- Provide on-going training and operational meetings to update staff on new policies, procedures or new loan products being offered.
- Understand and implement Human Resource policies and procedures.

- Interact with school personnel on various issues in relation to customer service, loan processing, disbursement of funds, and loan program criteria.
- Attend various industry conferences to promote RISLA and to obtain additional knowledge as it relates to compliance or industry trends.
- Review loan applications that require in depth analysis with Loan Originators.
- Oversee the testing of various loan origination and servicing software changes.
- Field calls from borrowers or outside agencies that have concerns or complaints.
- Review various processing error reports and perform the necessary research to correct errors.
- Visit schools to promote RISLA and the various loan products available and address any concerns school personnel might have.
- Maintain an accurate log of expenditures to forecast future budgeting accurately requirements.
- Research and respond to all CFPB complaints.
- Yearly preparation of audit materials. Participate in all audit meetings and ensure documentation is properly disseminated and all policies and procedures accurately convey.