

# **RHODE ISLAND STUDENT LOAN AUTHORITY**

**Job Title: Director of Loan Operations**

**Department: Loan Origination/Servicing**

**FLSA: Salary**

**Reports To: Executive 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. Individual ensures an efficient and compliant operation as well as 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 operations management experience.
- Over 10 years 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
- 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, Loan Origination/Servicing Programming and the Mailroom.
- Maximize operational performance.
- Develop operational procedures to insure compliance with Authority and Bond underwriting requirements as well as regulatory requirements.
- 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.
- 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 daily 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.
- Test various loan origination and servicing software changes.
- Field calls from borrowers that have concerns or complaints.
- Review various processing error reports and perform the necessary research to correct errors.
- Visit schools to promote RISLA , the various loan products available and address any concerns school personnel might have.
- Maintain accurate log of expenditures to accurately forecast future budgeting requirements.
- Prepare annual department budget.