



Title: Loan Coordinator
Reports to: SVP Loans & Compliance
Department: Loan Closing
Classification: Full-Time
FLSA: Non-Exempt Position

Summary

The Loan Coordinator is responsible for managing the end-to-end loan closing process, ensuring timely, accurate, and compliant coordination of all documentation, vendor communications, and internal systems. This role serves as a key liaison between borrowers, internal teams, and third-party vendors. The ideal candidate provides exceptional customer service, maintains meticulous records, and ensures all internal policy guidelines are met throughout the closing lifecycle. Success in this role requires the ability to adapt to multiple demands, shifting priorities, ambiguity, and rapid change while maintaining focus on team objectives and delivering results.

Essential Functions

- Ability to provide excellent customer service via phone and email.
- Process new loan approvals assigned for documentation alongside borrowers, appropriate internal staff and third parties: Initiating loan documentation/files and coordinating closing requirements within policy/approval guidelines.
- Follow-up with borrowers and vendors on all loan approval contingencies, documentation, and title insurance liens/requirements to be cleared, prior to closing.
- Coordinate loan document signing/notary to prepare file for loan funding and recording, interfacing with borrowers and Title Company, Escrow Company, or Attorney.
- Prepare funding wire packets according to established procedures
- Submit orders to vendors for title Insurance, loan documents, environmental reports, flood tracking and appraisals.
- Submit invoices to AP for payment to vendors for title Insurance, loan documents, environmental reports, flood tracking and appraisals.
- Maintain MS CRM tracking/reporting for loan portfolio and closing pipeline.
- Create (or review) initial data entry for new loans entered into Phoenix (core banking) system. Work alongside Loan Servicing Team to maintain ongoing insurance, collateral and payment data in Phoenix core.
- Prepare files for annual audit(s): Maintain physical and digital files for active and archived loans.
- Provide closing fee estimates in response to underwriting and sales team inquiries
- Work with insurance agents to update/confirm/track Key Man Life policies as well as property and liability coverage on all collateral properties.
- Perform special projects and other duties as assigned.

Key Qualifications

- A living, vital faith in Jesus Christ and a desire to Help Churches Grow
- High School Diploma required.
- Minimum two years college education or equivalent combination of education and experience
- Minimum two years of proven customer service experience with increasing responsibility
- Detail-focused with proven critical thinking skills and the ability to complete tasks with a high degree of accuracy and energy
- Proven ability to adjust to multiple demands, shifting priorities, ambiguity, and rapid change to reach ultimate team objectives
- Strong oral, interpersonal and written communication skills
- Strong computer skills including experience with Word, Excel, and MS Outlook.
- Strong organization and time management skills

Preferences

- Commercial real estate transactions, lending, title insurance experience
- Notary Commission

Growth in the position includes:

- Work with Loan Servicing to answer incoming customer inquiries including but not limited to payment amount and/or date change requests, ACH pull-in requests and loan payoff requests.
- Answer sales team questions and respond to their needs for Loan Servicing related forms, documents, and covenant waivers for customers.
- Identify improvement opportunities specifically related to job function and implement recommended solutions