



THE NATIONAL  
BANK OF INDIANAPOLIS

**The National Bank of Indianapolis**  
**Job Posting: Loan Operations Assistant/Imaging Team**

**A Stable and Growing Employer**

The National Bank of Indianapolis is the largest, locally owned, national bank in greater Indianapolis. Since opening our doors in 1993, we have grown from 18 employees to more than 300 employees. Our strength and success in serving the local market is directly attributable to our talented staff. With greater than 90% staff retention year after year, and with a highly competitive benefit package, our staff enjoy a sense of stability not always experienced in the general work environment.

**Who We Are Looking For**

The National Bank of Indianapolis has assembled our talented staff by hiring only the best, whether highly experienced professionals or those just entering the workforce. We are looking for those who are committed to delivering superior service to our clients and superior teamwork to their co-workers. Along with the relevant knowledge and experience, The National Bank of Indianapolis requires its employees to have both a high degree of professionalism and a commitment to excellence.

**How to Apply**

To express interest in an open position at the Bank, please email your resume to [Resumes@NBofI.com](mailto:Resumes@NBofI.com) or call 317/261-3271.

**We invite you to learn more about The National Bank of Indianapolis at**  
<http://nbofi.com/careers.php>

**The National Bank of Indianapolis is an Equal Opportunity Employer**  
**(Minority/Female/Disability/Veteran)**





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## **JOB POSTING**

### **Position: Loan Operations Assistant/Imaging Team**

#### **Purpose of Position:**

The incumbent is responsible for imaging commercial and consumer loan accounts, providing the highest quality of service to every customer and serving as a point of contact for questions.

#### **Essential Functions:**

- ◆ Provides exceptional customer service by responding to questions, providing information and assistance to ensure that accounts are serviced in an accurate and timely manner
- ◆ Performs and/or serves as backup for one or more of the following areas of responsibility, as assigned:
- ◆ Opens and distributes mail
- ◆ Prepares documents for scanning
- ◆ Utilizes third party software to scan hardcopy files to electronic images, ensuring a quality image
- ◆ Performs manual data entry of required fields for validation and/or verification
- ◆ Follows production procedures to complete internal indexing, documentation and tracking
- ◆ Performs quality checks on documents scanned to ensure accuracy; detects image errors and corrects any quality issues as needed
- ◆ Reviews and prepares statements for mailing
- ◆ Files documents and maintains records; prepares documents for storage and destruction
- ◆ Responds to research requests

#### **Requirements:**

- ◆ High school diploma or equivalent educational experience
- ◆ One year imaging or loan servicing experience preferred, or related experience; skill in reviewing/interpreting loan documentation and knowledge of compliance/regulations related to loan servicing preferred
- ◆ Strong computer proficiency and working knowledge of Microsoft Office products
- ◆ Excellent customer service, communication and problem solving skills
- ◆ High degree of accuracy and attention to detail
- ◆ High level of computer proficiency and strong working knowledge of Microsoft Office products and similar applications; knowledge of the Jack Henry core system helpful
- ◆ Excellent customer service, communication and problem solving skills
- ◆ Ability to work independently under pressure to meet deadlines; ability to organize and prioritize tasks

For more information, please call Human Resources at 317-261-3271.

To express interest in this or other positions at the Bank, you may e-mail your resume to [resumes@nbofi.com](mailto:resumes@nbofi.com), fax it to 317-261-9678, or mail it to Human Resources, 107 N. Pennsylvania Street, Suite 302, Indianapolis, IN 46204.

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