



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 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)





THE NATIONAL
BANK OF INDIANAPOLIS

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:

- ◆ Provide exceptional customer service by responding to questions, providing information and assistance to ensure that accounts are serviced in an accurate and timely manner
- ◆ Perform all aspects of imaging including sorting and/or preparing hard copies, scanning, indexing and quality checking
 - Utilize third party software to scan hardcopy files to electronic images, ensuring a quality image
 - Perform manual data entry of required fields for validation and/or verification
 - Follow production procedures to complete internal indexing, documentation and tracking
- ◆ Perform quality checks on documents scanned to ensure accuracy; detect image errors and correct any quality issues as needed
- ◆ Open and distribute mail
- ◆ Review and prepare statements for mailing
- ◆ Pull productivity, portfolio and delinquency reports from the host system for delivery to lenders
- ◆ File documents and maintain records; prepare documents for storage and destruction
- ◆ Respond 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
- ◆ 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, 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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