



## Sales Finance Office Administrator

### JOB PURPOSE/SUMMARY

The Sales Finance Office Administrator will help process loan packages; answer and direct incoming phone calls; contact and correspond with customers and clients; be responsible for all clerical activities as assigned, and will be responsible for other duties as needed by the Sales Finance staff. This position will assist and ensure that all business and functions of the Sales Finance Department are carried out in a timely and efficient manner.

### ESSENTIAL FUNCTIONS

1. You will be responsible for working with our other Office Administrator in completing and funding deal packages from start to finish.
2. Understand and be proficient with the Sales Finance manuals for Auto, Marine, RV, Powersports and any other product that the sales finance department may introduce.
3. Send out funding notices and notes to dealers.
4. Verify insurance and make sure the Sales Finance customers are fully insured before funding.
5. Contact all new customers and introduce them to the bank and answer any questions that they may have about the bank or their payments.
6. Make sure all reports are accurate and updated daily including but not limited to the Deals in Funding report, Welcome letter report, GAP report, and the monthly Deal report.
7. Send out welcome letters and ACH Authorizations to all new customers.
8. Process and mail Adverse Action letters.
9. Put together deal packages for the Credit Manager and Relationship Manager.
10. Track missing or late titles and work with the Relationship Manager and dealers to make sure title issues get resolved.
11. Complete an internal audit on deal packages to make sure the package is complete, that all stipulations have been received, and that all necessary documentation has been made.
12. Help with collections of past dues as needed

### QUALIFICATIONS

1. Must have excellent oratory skills: Will be talking on the phone to dealers, insurance agents, new customers, as well as daily.
2. Should possess excellent organization skills: will be not only working multiple deals at a time but deals with different types of collateral and from different states.
3. Must be a team player. When one person is away, the Sales Finance department still must function at full strength and others must do the job. Outstanding attendance is especially key since this is a rapidly growing department.
4. Will need the ability to develop and cultivate relationships with key members of the Sales Finance dealer network.
5. Must be analytical and very detail oriented.
6. High school diploma or equivalency.

7. Should have the ability to enter data on computer with speed and accuracy.
8. Must have good mathematical aptitude.
9. Must have a pleasant manner in dealing with customers, clients, vendors, etc.
10. Must be able to work under pressure.
11. Must be willing to comply with all Bank policy, procedures, and regulations.
12. Must follow all bank and regulatory compliance related policies and procedures; including Bank Secrecy Act/Anti-Money Laundering, reporting suspicious activity to the BSA Officer and additional BSA job functions as required by job.
13. Please note this job description may not cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

### **SUPERVISORY RESPONSIBILITY**

This position has no supervisory responsibilities.

### **WORK ENVIRONMENT**

This position is located within the Sales Finance Department, Second Floor at 449 Hwy 123 Bypass Seneca, SC.

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle, or feel; and reach with hands and arms.

### **POSITION TYPE/EXPECTED HOURS OF WORK**

This is a full-time hourly position. Days and hours of work are generally Monday through Friday, 8:30 a.m. to 5:30 p.m., however a seven-hour workday of 8:30 a.m. to 4:30 p.m. may be approved if the day's activities are completed.