



## JOB DESCRIPTION

<b>JOB TITLE:</b>	LOAN QUALITY CONTROL SPECIALIST
<b>DEPARTMENT:</b>	RISK MANAGEMENT
<b>REPORTS TO:</b>	CHIEF RISK OFFICER
<b>SUPERVISES:</b>	N/A
<b>FLSA STATUS:</b>	NON-EXEMPT

### POSITION SUMMARY:

The Loan Quality Control Specialist is responsible for performing both pre-closing and post-closing quality control reviews of loans to ensure compliance with internal policies, regulatory requirements, and documentation standards. This role identifies, tracks, and facilitates the resolution of exceptions and supports continuous improvement in loan processing accuracy, compliance, and operational efficiency. Specific assignment of pre-close and post-close responsibilities may vary based on departmental needs.

This role serves as a key component of the Bank's internal control framework by ensuring loan quality, reducing risk exposure, and supporting regulatory compliance. The Loan Quality Control Specialist provides valuable insight into operational effectiveness and contributes to continuous improvement across lending and loan operations functions.

### KEY RESPONSIBILITIES:

#### Pre-Close Quality Control

- Perform pre-closing reviews of loan files to ensure accuracy and completeness prior to closing
- Validate compliance with:
  - Loan approvals and underwriting conditions
  - Regulatory requirements (TRID, RESPA, TILA, ECOA, Flood, etc.)
  - Fee accuracy, disclosures, and timing requirements
- Confirm collateral documentation and lien perfection requirements are properly addressed prior to closing
- Identify and communicate deficiencies to lenders and processors for correction prior to closing

#### Post-Close Quality Control

- Perform detailed post-closing reviews of consumer and commercial loans
- Validate compliance with:
  - Bank loan policy
  - Regulatory requirements
  - Documentation and collateral standards
- Identify, document, and classify exceptions, errors, and deficiencies

## Adverse Action & Title Workflow Review

- Review and monitor adverse action workflows to ensure compliance with Equal Credit Opportunity Act (Regulation B) requirements, including accuracy, completeness, and timing
- Validate that appropriate reasons for denial are clearly documented and supported by credit file documentation
- Review final title policies and title documentation for accuracy, completeness, and proper lien position
- Ensure title requirements and exceptions are resolved and documented in accordance with bank policy prior to final file completion
- Coordinate with lenders, portfolio managers, and loan assistants to resolve discrepancies or deficiencies

## Exception Tracking & Resolution

- Maintain a centralized exception tracking system/log
- Assign exceptions to appropriate parties (lenders, processors, loan operations)
- Monitor and follow up on outstanding exceptions to ensure timely resolution
- Review cleared exceptions for accuracy and completeness

## Reporting & Trend Analysis

- Prepare/review periodic reports summarizing:
  - Exception volume and types
  - Trends by lender, processor, or loan type
  - Aging of outstanding exceptions
- Escalate recurring issues, systemic weaknesses, or high-risk findings to the Loan Quality Control Officer

## Quality Improvement & Training Support

- Provide feedback to Loan Operations, Lenders, and Compliance regarding recurring issues
- Assist in development of training materials based on identified trends
- Recommend process improvements to reduce exception rates and improve loan quality

## Key Performance Indicators (KPIs)

- Exception rate (% of loans with identified errors)
- Pre-close error detection rate
- Exception resolution turnaround time
- Accuracy and consistency of exception identification
- Reduction in repeat exceptions and systemic issues

## OTHER FUNCTIONS

Performs other duties as assigned or required.

## MINIMUM REQUIREMENTS

The following are required to enable job holders to perform the essential functions of the job.

## 1. Qualifications & Experience

- Experience in loan operations, loan review, compliance, or related banking functions
- Strong knowledge of consumer/commercial loan documentation and applicable regulations (TRID, RESPA, TILA, ECOA, Flood)
- Detail-oriented with strong analytical, problem-solving, and control gap identification skills
- Effective organizational, time management, and communication (written and verbal) skills

## 2. Knowledge, Skills & Abilities

- Strong understanding of loan policies, procedures, and regulatory requirements, with ability to interpret and apply them
- Detail-oriented with a high level of accuracy and sound professional judgment, including appropriate issue escalation
- Ability to manage multiple priorities and deadlines while working independently and collaborating across departments

## 3. Experience/Education

- High school diploma or equivalent required; associate's or bachelor's degree in business or finance preferred.
- Minimum 2 years of banking experience, preferably in loan operations, processing, or compliance.

## 4. Additional Duties & Responsibilities

- Perform other duties as assigned by the Chief Risk Officer
- Provide support for internal and external audits, examinations, and regulatory reviews
- Assist with special projects related to loan operations, compliance, and risk management
- Participate in system implementations, enhancements, and process improvement initiatives
- Support cross-functional teams in strengthening internal controls and operational effectiveness

## 5. Environment

- Standard office environment
- Ability to sit and work at a computer for extended periods

## 6. Scheduling

Normal hours are 8:00 a.m. to 5:00 p.m. Monday through Friday.

To apply for this position, download and save the Application Form located on our Careers page. Once completed, please send the Application by attaching it in an email to: [careers@fnboxford.com](mailto:careers@fnboxford.com).

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