



Job Title: Loan Support
Department: Loan Department
Classification: Non-Exempt Full Time
Reports To: Brett Hamlin
Position Location: Pella
Date: May 1, 2026

SUMMARY:

The Loan Support position provides administrative and operational support to the lending team by assisting with processing, tracking, and servicing. Primary responsibilities include, but are not limited to, entering consumer, commercial/agricultural, and real estate loan terms into the CSI NuPoint core system. This role also includes customer interaction and processing loan payments and advances, calculating and applying loan payoffs, and providing secondary telephone reception support. The ideal candidate is detail-oriented, organized, and comfortable working in a team-focused community banking environment.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

- Actively identify opportunities to improve processes and efficiency within the loan support area and communicate outcomes to the Senior Credit Administrator.
- Accurately set up and maintain loans in the NuPoint core system in accordance with system requirements, rules, and regulations; apply sound judgment and interpret loan documentation (including promissory notes) to ensure accurate input.
- Develop and maintain strong working knowledge of NuPoint core system functionality as it relates to accurate loan accounting.
- Provide excellent customer service by answering incoming calls and transferring callers to the appropriate bank staff.
- Provide excellent customer service to loan customers by processing loan payments and payoffs, completing collateral/security tracking, and handling credit card advances.

SKILLS/QUALIFICATIONS:

- Working knowledge of Microsoft Word and Excel.
- Knowledge of basic accounting processes and procedures.
- Ability to think logically and ensure accurate and timely data entry.
- Detail-oriented.
- Ability to manage workflow in a high-volume environment.
- Effective organizational and time management skills; ability to multitask and work with frequent interruptions.
- Ability to work with minimal supervision.
- Ability to gain in-depth knowledge of the bank's products, processes, and policies.
- Ability to work effectively as part of a team.

EDUCATION AND EXPERIENCE:

- High school diploma or equivalent required, post-secondary degree preferred.
- Previous banking or financial services experience preferred.
- Previous customer service experience preferred.

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. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

While performing the responsibilities of the job, the employee is required to talk and hear. The employee is often required to sit and use hands and fingers to handle or feel. Vision abilities required by this job include close vision.

WORK ENVIRONMENT:

Office-based position in a community bank environment using standard office equipment and technology. This role involves frequent communication with lending staff and customers and the handling of confidential financial information. Reasonable accommodation may be provided to support individuals with disabilities in performing the essential functions of the job

This position description is not designed to cover or contain a comprehensive list of activities, duties, or responsibilities required of the employee. Duties and responsibilities may change, or new ones may be assigned at any time with or without notice.

Marion County Bank provides equal employment opportunity to all individuals regardless of their race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, or any other characteristic protected by state, federal, or local law.

TO APPLY:

Qualified candidates can send or email a cover letter and resume to:

Brett Hamlin, Marion County Bank

800 Main Street, Pella, IA 50219

bhamlin@marioncountybank.com

No phone calls please