



**Job Title:** Loan Servicing and Quality Review Associate  
**Department:** Loan Operations  
**Location:** Pittsburgh, PA

**Job Summary:**

The Loan Servicing and Quality Review Associate will perform both data input of transactions and quality review of the core loan system for both consumer and commercial loans.

**Primary Job Responsibilities:**

- Ensure that the core loan system matches the executed legal documents, whether via input or review.
- Process or review new loans, renewals, modifications, extensions, payments, advances, maintenance, and system generated reports.
- Provide customer support to both internal and external clients regarding account inquiries, research, and operational issues.
- Provide backup support for other related duties, such as overseeing the printing and mailing of loan statements and manual calculation of accruing fees on commercial loans.
- Work closely with Relationship Managers, Service Teams, Legal and Compliance to effectively execute on deliverables.

**Education and Experience Requirements:**

- High School diploma or equivalent; post-secondary degree preferred.
- A minimum of 2 years of experience, including previous bank operations or financial services experience.
- Previous Consumer/Private Bank/Wealth Management quality review experience with knowledge of lending regulatory requirements is a plus.

**Essential Skills and Abilities:**

- Familiarity with loan systems; and ability to read and understand loan documents in order to review that the loan system matches the loan documents.
- Strong attention to detail.
- Ability to communicate effectively in person, through email, and over the phone.
- Proficiency in basic math skills and general knowledge of office software is required.
- Ability to work in a fast-paced, high-intensity work environment.
- Job may require additional hours of work during peak periods to meet service levels.

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