



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

**Job Summary:**

The Loan Servicing and Quality Review Team Lead will support and perform both data input of transactions and quality review of the core loan system for both consumer and commercial loans. This position will involve processing and/or reviewing new loans, renewals, modifications, extensions, payments, advances, maintenance, system reports, etc. This position will also provide customer support both to external and internal customers regarding account inquiries, research and operational issues.

**Primary Job Responsibilities:**

- Manage 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.
- Coaching the team to best support the line of business.
- 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.
- Minimum of 5 years of banking experience, including previous bank operations or financial services experience.
- Minimum 2 years of supervisory or leadership experience in current or recently held position preferred.
- Previous Consumer/Private Bank/Wealth Management quality review experience with knowledge of lending regulatory requirements.

**Essential Skills and Abilities:**

- Strong knowledge of 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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