

## Career Opportunity

PromiseOne Bank is a leading community bank dedicated to providing high-quality financial services to diverse communities. As a locally focused commercial bank, we offer a comprehensive range of products and services tailored to meet our customers' needs, including small business loans, commercial loans, mortgage loans, and a full suite of deposit products. Through our customer-centered approach, we help individuals and businesses achieve financial success while actively contributing to the economic growth of our communities. Founded with our main branch in Gwinnett County, Georgia, we have continued to expand our presence with additional full-service locations across Georgia, New York, Texas, and Virginia. We also operate loan production offices (LPOs) in Pennsylvania, along with a business loan center in New York. As we continue our rapid growth, we are seeking talented individuals who share our passion, commitment, and drive to grow and succeed with us.

### Loan Operations Associate

in **Loan Operations Department, HQ**

#### [Job Overview]

The entry-to-mid level foundational role responsible for routine loan processing, administrative support, data entry, and basic customer/internal servicing tasks across both closing and servicing functions.

- **Payment & Maintenance Processing:** Processing routine loan payments, payoffs, line-of-credit advances, and standard account maintenance updates within the core banking system.
- **Customer & Internal Service:** Responding to routine internal and external inquiries regarding loan balances, payment histories, and basic account details.
- **Exception Tracking:** Monitoring ticklers and tracking missing or expiring items such as insurance policies, UCC continuations, and tax records.
- **File Setup & Initialization:** Creating digital and physical loan files upon receipt of approved credit packages from the lending/underwriting team.
- **Preliminary Closing Checklists:** Assembling and initializing preliminary closing checklists based on approved credit memos and term sheets to track required documents.

#### [Requirements/Qualifications]

- High school diploma or equivalent
- 0–2 years of general office, banking, or administrative experience (Sr. Assoc. requires 2+ years specifically in bank operations)
- **Core Competencies:** High attention to detail, strong organizational skills, basic data entry accuracy, and strong verbal communication.
- Intermediate computer proficiency and ability to learn bank specific software
- Must be fluent in English
- Bi-lingual in Korean and English is preferred

#### **We offer Competitive Compensation and Excellent Benefit package**

Medical, Dental, Vision, & Life Insurance / Paid Vacation and Sick Leaves / 401(k)

**If you are interested in working with us, please email your resume\* to [Career@promiseone.bank](mailto:Career@promiseone.bank)**

\*Document submitted will not be returned.

✉ **PromiseOne Bank 2400 Pleasant Hill Road Suite 340 Duluth, GA 30096** ☎ **678.385.0834**

PromiseOne Bank is an Equal Opportunity Employer.

