



JOB TITLE: Office Administrator II
LOCATION: Fort Worth, Texas

Company Profile:

Heritage Land Bank is a leading rural real estate and agribusiness lender in East Texas. Our total loan portfolio is over \$500 million and our loans consist of poultry, livestock, nurseries, timber, crops, recreational property, and country home loans. Established 100 years ago, Heritage Land Bank is a locally owned and operated financial cooperative (Agricultural Credit Association), which is part of the Farm Credit System and the Tenth Farm Credit District. Our Corporate Office is located in Tyler, Texas and we operate ten branch offices.

Education and Experience Requirements:

High school diploma or equivalent and three (3) to four (4) years of experience in general office/clerical or customer service. Loan support operations, title company, general accounting or banking experience is a plus but not required. Excellent telephone etiquette is required. Candidate must be organized, detail-oriented and have accurate data entry skills. Must have a positive attitude and be a team player.

Job Scope:

Performs intermediate-level general office support that may be somewhat complex in nature, works under moderate supervision. General knowledge of accounting/financial systems. General knowledge of office equipment. Basic skill level in Microsoft Office applications such as Word and Excel.

Essential Functions:

- Greet customers and answer phones, assisting them when possible or directing them to the appropriate personnel.
- Answers customer inquiries and resolves routine issues. Fosters good member/public relations by providing customer service that exceeds customers' expectations.
- Assists office staff with various loan administrative and servicing duties as directed.
- Performs general office duties primarily consisting of routine repetitive tasks of organizing and maintaining files and records, distributing mail, ordering & organizing office supplies and breakroom supplies.
- Performs various loan administrative and servicing duties including answering borrower's questions, routing applications, data entry, processing loan payments.
- May records new loans, establishes relevant files, processes loan payments, maintains a variety of loan records and obtains credit information. Assists in maintaining and monitoring borrowers' required insurance.
- Prepares documents and correspondence for association reports as required following approved association and Farm Credit Bank policies and procedures.
- Operates a variety of standard office equipment, which may include computers, paper shredders, telephones, photocopiers, fax machines and scanners.

If you meet the minimum requirements and want to be consider for this position, please visit our career postings website below to upload your resume and salary history.

<https://heritagelandbank.applicantpro.com/jobs/>

Heritage Land Bank, ACA is an EOE/AA/M/F/D/V Employer