



## LOAN SERVICING TRAINING AND SUPPORT SPECIALIST

### JOB SUMMARY

AgAmerica Lending is one of the largest, non-bank agricultural land lenders and loan servicers in the United States, offering a spectrum of loan programs that support long-term production and success for farmers, ranchers, and landowners. The Loan Servicing Training & Support Specialist will work with Servicing Department Management to ensure Policies and Procedures are up to date and Servicing Department staff are appropriately trained to fulfill their job duties. This person's primary duties will include streamlining existing documentation, documenting new policies & procedures, identifying opportunities for process improvement, and training members of the Servicing Department on these guidelines. AgAmerica is a high growth company with an entrepreneurial spirit. The successful candidate must be able to adapt quickly and efficiently to changing priorities within the department and the Company.

### JOB DETAILS

- Hire Date: ASAP
- Position Type: Full-time
- Compensation: Salary negotiable based on experience; competitive benefits package; bonus opportunity

### JOB RESPONSIBILITIES

- Work with Manager of Servicing Systems and Training to update and streamline existing P&P documents to reflect current practices
- Develop new P&P documents to describe new practices that are implemented because of enhanced Servicing practices and technological improvements
- Work with Servicing Management Team to develop training programs for each exempt position
- Perform training for newly hired Servicing Employees and training updates as necessary for existing staff
- Assist in testing newly implemented technology to aid in the development of P&P documents and the related training.
- Identify and recommend opportunities for process improvement.
- Other duties as determined by the Manager of Servicing Systems and Training

### REQUIRED QUALIFICATIONS

- Bachelor's degree in a related field (business, education, or communications preferred)
- 2-3 years of experience in a technical writing or training field
- Demonstrated strong Word and PowerPoint skills
- Demonstrated strong verbal, written, and presentation skills
- Experience in the financial industry would be beneficial
- Process improvement experience (Six Sigma, etc.) would be a plus

### CORE COMPETENCIES

- Strong interpersonal skills with ability to interact with all levels of staff and management
- Strong attention to detail

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# AGAMERICA<sup>®</sup> LENDING

- Ability to read and interpret legal documents such as SLA's, Notes and Mortgages
- Familiarity and experience with Loan Servicing and CRM systems
- Familiarity with Project Management Software
- Ability to adapt quickly and efficiently to changing priorities within the department and Company
- Self-motivated individual that takes ownership of assignments and completes them in a timely manner

## **AGAMERICA MISSION**

- To know the farmer.
- To counsel the farmer.
- To provide a financial structure that allows the farmer to thrive in good times and to sleep well during tough times.
- To celebrate the critical role of the farmer in America, and to champion all that the American farmer represents in a changing world.

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