

Client Operations Specialist

Position Summary

Client Operations Specialist (COS) will perform a wide range of duties related to the onboarding and training of Farmer Mac clients. This position will coordinate across Farmer Mac departments to ensure client needs are addressed in a timely and professional manner. COS will be expected to have a great understanding of the entire loan submission process, with an emphasis on the Farm & Ranch and USDA loan purchase solutions. This position is expected to help support, strengthen, and build client service practices that improve the overall client experience.

The People You Will Work With

The position will report directly to the Director - Client Services & Credit Operations.

Where and When You Will Work

The position will be based in Farmer Mac's Johnston, Iowa, location. Core business hours are Monday through Friday 8:00 am to 5:00 p.m. Central. Work outside of these times may be required for planned and unplanned activities to complete time sensitive projects or to attend off-site meetings or events.

Primary Responsibilities and Duties

- Provide front-line client service (CS) to all incoming inquiries, including but not limited to the monitoring of CS email inbox and Johnston office telephone, referrals from Farmer Mac departments, and other vendors as needed
- Process incoming scorecard (i.e., AgXpress) transactions and aid customers in onboarding loan applications
- Field incoming customer rate lock requests and effectuate rate locks through Farmer Mac systems
- Respond to complex inquiries from clients and engage internal staff to appropriately determine best solutions
- Continuously educate and train clients on Farmer Mac products and processes. Coordinate, lead, and/or assist in formal training sessions for Farmer Mac clients
- Strengthen on-boarding of new accounts by initiating and assessing training needs
- Assist in the development and documentation of Client Service standard operating procedures
- Aid in the development and fine-tuning of training course content and curricula for Farmer Mac programs
- Participate and support the continuous modernization of Farmer Mac systems, including but not limited to the development and evolution of Salesforce and nCino applications

- Continuously engage and survey clients to better understand their experience and glean opportunities for improving business processes, products, systems, and tools
- Provide basic office management support including but not limited to outside vendor management, incoming and outgoing mail, replenish office supplies, coordinate office lunches, facilitate office volunteer events, etc.
- Capture and track client service related data, interpret results, provide analysis, and formulate recommendations
- Participate in document management and maintenance of departmental policies and procedures. Review updates and changes to assess the impact to existing course content. Communicate changes as needed
- Perform ongoing needs analysis. Work directly with team leader to continuously revise client service strategies to meet client expectations and to keep technical information up to date
- Provide project support to management, which may include testing of technical solutions, surveying clients, updating or creating tutorials or videos, and interacting with external alliances
- Develop basic understanding of appraisal and title requirements in order to provide back up, as needed, to communicate loan deficiencies to clients
- Other duties as assigned

Desired Skills and Qualifications

- Strong verbal and written communication
- Excellent organization with ability to multi-task and prioritize work
- Proven sense of urgency and demonstrated ability to work quickly and successfully under pressure
- Increased aptitude for financial analysis and strong attention to detail
- Proficiency in operating in a computerized office environment, with solid experience in Microsoft Office

Education and Experience

- Bachelor's Degree in business finance, accounting, agricultural business or equivalent
- 2–5 years of finance, agricultural lending, client service, underwriting or related experience

About Us

At Farmer Mac, everything we do is inspired by our mission, our promise and our values. We are a diverse group of talented, engaged, and passionate individuals who are committed to bringing vitality to rural America through innovation, collaboration, and excellence. This team embodies these principles that have guided Farmer Mac since its inception and help us to serve as a champion for rural America. Candidates for this position must share the same appreciation for rural America and should want to devote a career to serving those who help set the global standard in agriculture and rural utilities while advancing the livelihood of rural communities.

Farmer Mac's Mission

Farmer Mac is committed to help build a strong and vital rural America by increasing the availability and affordability of credit for the benefit of American agriculture and rural communities.

Farmer Mac's Promise

To build a strong and vital rural America through innovation, collaboration, and excellence.

Farmer Mac's Core Values

Stewardship

Unparalleled Service

Innovative Thinking

Collegial Collaboration

Unrelenting Excellence

Absolute Integrity

Passion for Rural America

One Farmer Mac

Farmer Mac is an equal opportunity employer.

NO EMPLOYEE OR JOB APPLICANT WILL BE DENIED OPPORTUNITIES OR BENEFITS AT FARMER MAC BASED ON RACE, RELIGION, COLOR, SEX, AGE, NATIONAL ORIGIN, DISABILITY, VETERAN STATUS, CITIZENSHIP STATUS, GENETIC INFORMATION, OR ANY OTHER BASIS PROHIBITED BY APPLICABLE LAW.