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## PNC Financial Services – Loan Support Analyst – Retail Lending – Jacksonville, FL

**Hiring organization**  
PNC

### Job Location

United States  
Remote work from: USA

**Date posted**  
October 15, 2024

### Base Salary

USD 40 - USD 50

**Valid through**  
31.05.2025

### Employment Type

Full-time, Part-time

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### Description

Job title: Loan Support Analyst – Retail Lending

Company: PNC Financial Services

Job description: Position Overview

At PNC, our people are our greatest differentiator and competitive advantage in the markets we serve. We are all united in delivering the best experience for our customers. We work together each day to foster an inclusive workplace culture where all of our employees feel respected, valued and have an opportunity to contribute to the company's success. As a Loan Support Analyst: RL on the SCRA (Service Member Civil Relief Act) team, you will be responsible for analyzing, researching and reviewing files to determine if customers' accounts are eligible for protection. This is a remote position and can sit anywhere in PNC's footprint, except Colorado, Hawaii, Alaska. There is limited expectation for regular in person, in office activities.

#### Job Description

- Executes varied transactions/processes utilizing standard procedures. May have specific responsibility for one or multiple specialized products or functional areas. May have responsibility for large, complex and sensitive assigned accounts or portfolio.
- Processes and/or reconciles varied and moderately complex transactions in accordance with established policies and procedures. Partners with internal and/or external business partners to route communications, documents or other action items to complete transactions. Identifies and may resolve exceptions; escalates appropriately. May interact with customers and have assigned accounts or portfolio.
- Ensures the appropriate materials and documentation are available to complete transactions.
- Provides responses and documentation to inquiries and ad hoc requests. Completes research and provides feedback on workflow and work received.
- Reviews transactions and related documents and verifies work processes to ensure completeness, accuracy and conformance to established service levels and applicable policies and procedures.

PNC Employees take pride in our reputation and to continue building upon that we

expect our employees to be:

- Customer Focused – Knowledgeable of the values and practices that align customer needs and satisfaction as primary considerations in all business decisions and able to leverage that information in creating customized customer solutions.
- Managing Risk – Assessing and effectively managing all of the risks associated with their business objectives and activities to ensure they adhere to and support PNC's Enterprise Risk Management Framework.

#### Competencies

Accuracy and Attention to Detail – Understanding of the necessity and value of accuracy and attention to detail; ability to process information with high levels of accuracy.

Decision Making and Critical Thinking – Understanding of the issues related to the decision-making process; ability to analyze situations fully and accurately, and reach productive decisions.

Effective Communications – Understanding of effective communication concepts, tools and techniques; ability to effectively transmit, receive, and accurately interpret ideas, information, and needs through the application of appropriate communication behaviors.

Flexibility and Adaptability – Knowledge of successful approaches, tools, and techniques for dealing with changes and adapting to a changing environment; ability to adapt as needed.

Managing Multiple Priorities – Ability to manage multiple concurrent objectives, projects, groups, or activities, making effective judgments as to prioritizing and time allocation.

Operational Functions – Knowledge of major functional processes and associated operating requirements; ability to apply this knowledge appropriately to diverse situations.