



Position Description Loan Servicing 1

Identifying Information:

- Department: Loan Operations
- Reports To: Kimberly Isaacs
- Location: Operations Center/ Brookville Office
- Hours: M – Th 8:15 to 5:00, Friday 8:20 to 6:00

Summary:

- Responsible for the servicing of Fannie Mae, Freddie Mac, FHLB, SBA, FHA, VA and other private investor loans including, but not limited to the day-to-day servicing function, up thru the Foreclosure process.
- Additionally, responsible for the servicing of loan customers by determining needs, answering inquiries, resolving problems, fulfilling requests and maintaining data.

Essential Duties and Responsibilities:

- Servicing of Investor loans from monthly reporting to default resolution. (30%)
- Answer customer inquiries related to loans that have been originated and then work to find an appropriate resolution in a timely manner. This may require research, locating, and providing information. (30%)
- Prepare payoff statements and process loan payments. (20%)
- Scan and index loan documents to the image system. (10%)
- Other miscellaneous duties as assigned. (10%)

Required Traits/Behavioral Competencies:

- Be able to communicate with exceptional skills verbally, over a telephone, and in writing.
- The ability to listen and ascertain employee and customer needs.
- Work both as a team member and/or independently to prioritize tasks.
- Ability to work efficiently and meet required deadlines while providing an exception level of quality work.
- Dependable, organized, and client focused.

Qualifications/Education/Experience:

- College Degree or equivalent Work Experience (Preferred)
- High School diploma or GED required.
- General loan knowledge required.
- Experience with Jack Henry Silverlake preferred.

Job Competencies/Skills:

- Decision making, productivity, and research.
- Working knowledge of Excel, Outlook, and Word.
- Strong verbal and written communication skills.

Physical Requirements:

- Must be able to remain in a stationary position up to 75% of time.
Must be able to lift up to 10 lbs.

Work Environment:

- Office setting, cubical, & desk.