



## **POSITION DESCRIPTION**

**TITLE:** Servicing Representative

**AKA:** Escrow Administration & Homeowners Insurance Specialist

**BUSINESS UNIT:** Mortgage / Servicing

**CLASSIFICATION:** Fulltime, Non-Exempt

### **SUMMARY:**

Extensive administrative work involved in operations of the Insurance operations of the Servicing Department. Coordination of various functions of flood insurance, hazard insurance, wind/earthquake insurance, homeowner's associations (HOA) and investor guidelines. Specialist's work is involved in servicing the mortgage loans and providing direct member service to the borrowers. Primary contacts include borrowers, agents, investors and vendors.

### **REQUIRED QUALIFICATIONS:**

**Education:** High School Diploma.

**Experience:** Entry Level 1-3 years in mortgage industry; Sr Level 3-5 years.

### **ESSENTIAL RESPONSIBILITIES & DUTIES:**

#### **Entry Level**

- Know and understand investor/insurer guidelines specifically FHA, FNMA, GNMA, FHLMC, VA, FHLB, USDA.
- Monitors insurance vendor for compliance with investor guidelines.
- Disburses hazard, flood, wind, earthquake and HOA premiums in a timely manner.
- Prepares bank account transfers.
- Monitors timely payment of non-escrow items; pay bills, enforce coverage and establish escrow accounts as necessary.

#### **Senior Level (all above plus)**

- Responsible for the training of new and current Insurance Specialists.
- Serve as a resource for other Insurance Specialists regarding Insurance operations, policies or procedures.

- Execute account resolution according to investor specifications.
- Handle escalated insurance matters, includes researching and providing a resolution to the borrower of investor.
- Primary contact and weekly reporting to insurance vendor.

## **OTHER DUTIES, KNOWLEDGE, SKILLS, ABILITIES:**

### **Required:**

- Thorough knowledge of first mortgage real estate lending practices, including federal regulatory requirements, state regulations, agency and Credit Union requirements.
- Familiarity with AllRegs.
- Basic MS Office skills.
- Proficient with mortgage loan software.
- Reporting, letter preparation, group presentation and other related communications skills.
- Ability to define problems, collect data, establish facts and draw valid conclusions.
- Attend meetings or perform other assignments at locations outside the office, if necessary.

### **Preferred:**

- Experience with Allied Solutions LLC.
- Experience with lender-placed insurance.
- Experience with insurance carriers (Allstate, American Family, Farmers, State Farm, etc)

### **General:**

- Must work the days and hours necessary to perform all assigned responsibilities and tasks. Must be available (especially during regular business hours) to communicate with employees, customers, managers and any other person or organization with whom interaction is required to accomplish work and company goals.
- Must maintain courteous, professional and effective working relationships with employees at all levels of the organization, customers, vendors and/or any other representatives of external organizations.
- Communicate information and state problems or challenges to be resolved in a clear, concise, courteous, nondiscriminatory and professional manner, and be able to provide clarification if necessary.
- Must be capable of adapting, with minimal or no advance notice, to changes in how business is conducted and work is accomplished, with no diminishment in work performance.
- Actively participate in quarterly performance meetings; meet or exceed all performance metrics.
- Follows company policies and procedures.

- Perform other duties as required.

*This position description should not be construed to imply that any of the duties, responsibilities, or requirements outlined herein is exclusive. Employees are expected to execute any other additional assignments that may be specified. Furthermore, this position description does not represent a complete list of all the performance expectations and characteristics of individuals required to perform a job accurately. The company's management reserves the right to change this description from time to time as may be required.*

If interested in this position, please submit resume and cover letter to: [jobs@myservion.com](mailto:jobs@myservion.com)