



POSITION DESCRIPTION

TITLE: Servicing Representative
AKA: Payment Processing Specialist
BUSINESS UNIT: Mortgage / Servicing
CLASSIFICATION: Fulltime, Non-Exempt

SUMMARY:

Extensive administrative work involved in servicing the mortgage loans and providing direct member service to the borrowers. Processing member's payments and balancing bank accounts. Primary contacts include borrowers, investors and vendors. Servicing Representatives receive moderate supervision in the performance of duties and responsibilities. Work is generally evaluated on obtaining objectives with accuracy, timeliness and results.

REQUIRED QUALIFICATIONS:

Education: High School Diploma.

Experience: Entry level 1-2 years' mortgage banking, teller, cashiering, or bookkeeping; Senior level 3+ years loan servicing.

ESSENTIAL RESPONSIBILITIES & DUTIES:

Entry Level

- Post payments from borrowers properly to ensure intended purposes of funds are recorded and appropriate information and loan balances are reflected in the system.
- Processes phone payment.
- Processes NSF's on a daily basis.
- Follow company policies and procedures.
- Meet deadlines.
- Ability to work with multiple payment processing programs.

Senior Level (all above plus)

- Responsible for the training of new and current payment processors.
- Collaborate with Accounting to reconcile out of balance conditions in daily work.
- Prepare bank deposits, account transfers, cash book entries and record necessary information as required.
- Create files and post ACH and website payments Process payoff funds
- Process foreclosure reinstatement payments, bankruptcy payments, FMMA wires, borrower incentives, credit life payments.

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.
- Advanced 10-key and calculator.
- Basic MS Office.

Preferred:

- 2-4 year Accounting degree.
- Experience with automatic bill pay procedures.
- Experience importing and exporting payment files and wires.
- Familiarity with Filezilla.

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