



POSITION DESCRIPTION

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

SUMMARY:

Extensive administrative work involved in the Tax Administration operations of the Servicing Department. Coordination of various functions of property tax and escrow analysis including but not limited to private mortgage insurance (PMI), mortgage insurance premium (MIP), lease rent and investor guidelines. Work involves servicing the mortgage loans and providing direct member service to the borrowers. Primary contacts include borrowers, 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

- Monitors property tax vendor for compliance with investor guidelines.
- Disburses property tax payments, private mortgage insurance (PMI), mortgage insurance (MIP) premiums in a timely manner.
- Prepares bank account transfers.
- Complete annual escrow analysis by state.
- 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 Tax Administration Specialists.
- Handle escalated tax administration matters includes researching and providing resolution to the borrower or investor.
- Monitors tax vendor for compliance with investor guidelines.

- Serve as a resource for other Tax Administration Specialists regarding Tax Administration operations, policies or procedures.
- Execute account resolution according to investor and MI specifications
- Primary contact for tax 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.
- MS Office
- Proficiency 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.
- Ability to attend meetings or perform other assignments at locations outside the office, if necessary.

Preferred:

- Experience with Lereta.
- Experience with ARCH, US Department of HUD, United Guaranty, Genworth, Radian and MGIC private mortgage insurance carriers.

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