### **Real Estate Loan Servicer**

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| Division: | **Financial Services** | | | | Classification: | | |  | |
| Reports to: | | **Assistant Real Estate Servicing Manager** | | | | | | |
| Revision Date: | | | **2/09, 12/12, 9/13, 12/15** | | | Pay Grade: | **7N** | | | |
| Annual Review Completed on: | | | |  | | | | |

**Purpose:**

This position serves as primary frontline contact for servicing of real estate and business loans. The Servicer prepares periodic departmental reports as directed by management. Tracks and enters data and payments into loan management database, reviews general ledger entries and provides feedback to management. Ensures timely delivery of all loans sold in the secondary market or other investors.

**Essential Functions**:

1. Provide assistance to all credit union staff and members who have questions regarding all servicing of consumer real estate and business loans.
2. Ensure service and relationships after loan funding. Process mortgage loan set up, modifications, payments and payoffs.
3. Monitor insurance policies and property tax payments, by contacting member if not paid as scheduled. Ensure accurate and timely escrow analysis and periodic payment distributions. Prepare all documentation necessary to clear liens upon loan payoff.
4. Ensure completion and accuracy of periodic reports Responsible for balancing general ledger accounts and reconciling participation loan balances in coordination with the Finance Department.. Audit loans and perform post closing processes to ensure document compliance.
5. Ensure all secondary market investor requirements are completed. Accurate and timely investor reporting including follow up on time sensitive corrections.
6. Maintains confidentiality at all times.

**Expectations:**

Models the credit union culture through the following service standards:

* + I will immediately acknowledge and extend a friendly greeting
  + I will take ownership for service provided and effectively follow through
  + I will use appropriate opportunities to educate
  + I will actively listen and arrive at a mutual understanding and time frame
  + I will pro-actively pursue and find resolution
  + I will exercise unconditional positive regard and empathy
  + I will always express appreciation

**Supervisory/Managerial Responsibility**

None

**Supervision Received**

The position works under established guidelines and procedures. Daily responsibilities are performed with limited supervision and review.

**Job Scope:**

The Loan Servicer position is the primary contact for members, third-party vendors and branch staff related to service after loan funding. The position works under established guidelines and procedures. Consequences of error include significant penalties from regulators and/or secondary market investors, the possibility of litigation due to unsatisfactory liens on secured property, and sub-standard audit results due to non-compliance with NCUA regulations and internal policies related to business lending and real estate servicing.

**Interpersonal Contacts:**

Contacts are with both staff and members either by phone or in person to answer questions and resolve problems. This position also works with outside service providers, secondary market investors, county officials and the Finance Department.

**Required Job Skills and Abilities:**

1. Must have strong written and oral communication skills.
2. Must have excellent time management abilities.
3. Strong interpersonal skills.
4. Strong organizational and problem solving skills with an ability for accuracy and attention to details.

**Education and/or Experience:**

1. High school diploma or GED equivalent.
2. Minimum two years in the real estate financial services industry required with one year as a servicer or processor preferred.
3. Experience working with secondary market or other external investors preferred.
4. Basic experience with accounting principles preferred.
5. Experience with public contact and customer service.
6. Proficiency in Word and Excel software, mainframe required, and real estate software experience preferred

**Working Conditions:**

1. Occasional lifting, carrying, pushing, pulling of items weighing up to 25 pounds.

2. Sitting for extended periods of time.

3. Frequent keystroke activity.

4. Occasional business travel.

5. Potential exposure to the threat of violence at any time.

**Disclaimer:**

This position description is designed to outline primary duties, qualifications, and job scope, but is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job. Our expectation is that each employee will make a willing and enthusiastic contribution whenever necessary to ensure the success of the credit union.