



**Job Title:** Servicing Agent

**Department:** Servicing

**Position Overview:**

The servicing agent is responsible for all day-to-day transactions with servicing a mortgage and handling phone calls with great customer care.

**Essential Job Functions:**

- Set up loans on the system in ensure proper reporting to investor
- Paying Taxes, Home owners Insurance, and flood insurances
- Paying, activate and canceling PMI, MIP, and RD monthly
- FHA and RD Monthly and quarterly reporting
- Posting mortgage payments and making the deposits daily
- Posting NSF payments and mailing out letters
- Handling incoming mail
- Escrow Analysis
- Preparing payoffs, ordering coupons, mailing out payment histories, helping members with online payments, taking phone payments and etc....
- Preparing Reports to send to the tax service company
- Processing Insurance Claims
- Preparing discharges and mailing out for recording
- Perform quality control on all new loan files
- Comply with Bank Secrecy Act, Anti-Money Laundering, Office of Foreign Currency Affairs (BSA/AML/OFAC) Policy, as well as RESPA, TILA, HMDA, and all other mortgage-related regulations, Fannie Mae guidelines, applicable to CUSOs.

**Requirements:**

- Mortgage servicing experience preferred
- High School Diploma/GED
- Writing and verbal communications
- Microsoft Excel and Microsoft Word
- Detailed, organization and multi-tasking skills

**Other Skills/Abilities:**

- Language skills
- Mathematical skills
- Reasoning abilities
- Computer skills

Please email resumes to: [srodammer@gonms.org](mailto:srodammer@gonms.org)

**NOTE:** *This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.*