



Job Title: Collection/Loss Mitigation Agent

Department: Servicing

Position Overview:

Responsible for all collections under the investor regulation and procedure guidelines. To follow strict timelines to assure proper filing and reporting to all investors when working with Loan Modifications, Deed-In Lieu, Short Sales, Foreclosures, Death of a Borrower and Bankruptcies.

Essential Job Functions:

- Report to all investors monthly on delinquency
- Mail delinquent letters and assistance packages
- Perform phone calls according to investor requirements
- Work with borrowers on payment plans and loan modifications
- Posting NSF payments and contacting the borrower
- Make corrections to the Credit Bureau
- Work with Deed-In Lieu, Short Sales, Foreclosures, Death of a borrower, Bankruptcies
- Report all delinquency to Board of Directors
- Quarterly NMLS Reports
- Quarterly Mortgage Bankers Financial Reports
- Submit and follow-up on claims for reimbursement
- 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, and Fannie Mae guidelines, applicable to CUSOs.

Requirements:

- High School Diploma/GED
- Writing and verbal communications
- Microsoft Excel and Microsoft Word
- Detailed, organization and multi-tasking skills
- Preferred 2-3 years' experience with collections and loss mitigation

Other Skills/Abilities

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

Please email resumes to 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.