



## **Real Estate Servicing Representative**

### **Position Purpose**

Primarily responsible for the servicing of real estate loans.

### **Duties and Responsibilities**

- Everyday processes in the FICS Mortgage Servicing system functions, such as setting up impound accounts; disbursing tax and insurance payments; disbursing interest on escrow; issuing tax forms, payments, payoffs, final impound disclosures, and annual escrow analysis and disclosures.
- Prepares Subordination requests for review.
- Reviews and monitors various real estate payment reports for accuracy on First Trust Deed Mortgages and Home Equity products (loans and lines of credit).
- Posts real estate loan payments and payoffs.
- Issues late payment notices.
- Prepares Demands for Payoff of real estate loans.
- File set up for servicing: Enters post-funding details and impound account set up for loans serviced in FICS; verifies accuracy of FICS funding data; orders tax service; issues payment coupons and Welcome Letter to members.
- Processes paid real estate loans for reconveyances, canceling tax service and flood tracking.
- Tracks receipt and filing of post funding documents, such as recorded Deeds of Trust, Title Policies, and final settlement statements.
- Prepares outgoing wires for investor remittances.
- Reconciles servicing-related vendor invoices.
- Answers member questions such as current rates, payments received, or checks issued.
- Contacts members on inadvertent partial payments to collect remaining funds.
- Monitors and tracks taxes and insurance on real estate loans.
- Sets up and tracks automatic payments on real estate loans.
- Assists with year-end 1098 and 1099 reporting processes.
- Responds to internal and external research requests and completes Qualified Written Requests for information or errors within required timeframes.
- Assists with servicing accounts associated with Private Mortgage Insurance (PMI) in FICS system to add or remove the product from a loan, and to remit monthly premiums to vendors.
- Handles homeowner insurance claims.
- Handles deceased HELOC reports and procedures.
- Inputs FICS address changes.
- Completes Verification of Mortgages.



## **Real Estate Servicing Representative**

- Prepares storage boxes and transmittals, coordinating with the Accounting Department for Iron Mountain pick up and retrieval.
- Assists with covering the Real Estate Loan Center front desk, greets members and directs them to the proper loan officer, directs incoming phone calls.
- Assists in explaining Credit Union real estate products and services to members while maintaining current knowledge of policies, procedures and promotions.
- Performs other duties as assigned.
- Performs all duties in compliance with credit union policies, procedures, and appropriate regulatory statutes.

### **Qualifications and Requirements**

- High school diploma or general education degree (GED).
- Two to four years related experience and/or training; or equivalent combination of education and experience.
- Knowledge of CEFCU loan policies and real estate loan programs desired.
- Ability to read and interpret documents, such as loan documents, and lending procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Proficient in use of personal computer with Windows operating system and various software programs.
- Working knowledge of Summit or similar computer program.
- Ability to develop effective working relationships with all staff at all levels.
- Excellent customer service skills.
- Excellent verbal and written communication skills in English.
- Excellent time management skills, well organized, detail oriented and able to manage multiple priorities.
- Ability to uphold confidentiality standards and exercise discretion and good judgment.
- Notary Public commission preferred.
- Must be eligible for Nationwide Mortgage Licensing System registry.
- Must be bondable by the credit union's insurance agency.

### **Salary Range**

- \$23.94 – \$32.00