

**Caltech Employees Federal Credit Union**  
**Job Description**

**Job Title:** Real Estate Servicing Representative  
**Department:** Real Estate Loan Department  
**Reports To:** AVP and VP of Real Estate Lending  
**FLSA Status:** Non-Exempt  
**Effective Date:** October 6, 2016

**Position Purpose:**

Primarily responsible for the servicing of real estate loans: investor reporting, Private Mortgage Insurance (PMI), impounded tax and insurance disbursements, annual escrow analysis, year-end reporting.

**Duties and Responsibilities:**

- Processes 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.
- Responsible for 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.
- Performs investor reporting and servicing tasks with attention to detail to resolve any exception errors and day to day processing. Performs all necessary transactions, reporting, and reconciliations to ensure accurate and timely reporting of investor required information.
- Assists in preparing loans for sale to investor and assists in reconciling associated accounts.
- Assists in the force-placement of hazard or flood insurance when needed.
- Assists in year-end 1098 and 1099 reporting processes.
- Responds to internal and external research requests.
- Reviews and monitors various real estate payment reports for accuracy on First Trust Deed Mortgages and Interest Only HELOC's.
- Posts real estate loan payments, including ACH payments and payoffs.
- Assists in preparing Demands for Payoff of real estate loans.
- Assists in processing Reconveyances, tracking receipt of post funding documents, such as recorded Deeds of Trusts, Title Policies, and final settlement statements.
- Answers member questions such as current rates, payments received, or checks issued.
- Monitors and tracks taxes and insurance on real estate loans
- Sets up automatic payments on real estate loans.
- Assists in greeting members and directs them to the proper loan officer. Assists in explaining Credit Union real estate products and services to members while maintaining current knowledge of policies, procedures and promotions.

**Qualifications and Requirements:**

- High school degree or general education degree (GED); two years in mortgage loan servicing, investor reporting, and private mortgage insurance or related experience and/or training; or equivalent combination of education and experience
- Knowledge of credit union philosophy, products, and services desired

- Knowledge of FICS Mortgage Servicer system and investor reporting desired
- Must be familiar with investor guidelines
- Ability to read and interpret documents such as loan documents, and lending procedure manuals
- Ability to write routine reports and correspondence
- Strong mathematical, account balancing and research skills
- 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
- Notary Public commission preferred
- Ability to work independently, successfully prioritize multiple functions and meet deadlines
- Proficient in use of personal computer with Windows operating system and various MS Office software
- Working knowledge of Summit or similar computer program
- Strong data entry skills with a high level of accuracy
- Ability to develop effective working relationships with all staff at all levels
- Excellent customer service skills
- Excellent verbal and written communication skills in English
- Ability to communicate information and ideas in speaking so others will understand
- 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
- Must be bondable by the credit union's insurance agency