



TITLE: Loan Servicing Assistant II

SUMMARY:

This Servicing Assistant will join the Loan Servicing team to provide high-level customer service and support to our customers and internal staff for consumer and residential mortgage loans.

This role requires an attention to detail and accuracy to review new loan documentation, process payments and rate changes. The position also requires time management skills and ability to meet deadlines for the time sensitive monthly, quarterly and annual insurance and tax processing tasks.

This candidate will cross-train within the team and provide back-up coverage to the Loan Servicing Officer.

DUTIES AND RESPONSIBILITIES:

Support the Mortgage and Consumer Loan Originators. Job Duties include, but are not limited to:

Documentation review and processing

- Responsible for the quality control review of loan documentation and data input for consumer and residential mortgage loans, including any loan modifications
- Verify loan maintenance including address changes, name & account title changes

Transaction Processing

- Process payments for all loan types
- Responsible for Freddie Mac processing including daily remittances, report review and monthly delinquency reporting
- Prepare escrow tax disbursements quarterly or semi-annually, as scheduled
- Process PMI monthly invoice remittances
- Complete & upload monthly MILAR report to Genworth
- Provide customer service for existing customers for all their servicing needs

Account monitoring

- Responsible for adjustable rate mortgage rate changes; verify index, margin and rate on customer correspondence
- Monitor the loan-to-value ratios for loans requiring private mortgage insurance. Cancel PMI, terminate escrow requirement and prepare customer correspondence as needed
- Review annual tax escrow analysis including the preparation of surplus checks

Perform other duties as assigned including providing back-up coverage for the Loan Administration Officer and other team members.

SUPERVISORY RESPONSIBILITIES: None

EDUCATION and/or EXPERIENCE:

Associates degree; 3 years loan servicing experience or 5 years related banking experience/ training; or equivalent combination of education and experience. Bi-lingual is a plus.

TECHNICAL SKILLS, TRAININGS OR CERTIFICATIONS:

Proficient in Microsoft Office, especially Excel. Strong working knowledge of all operational systems and databases and banking deposit regulations.

5-16-22

PHYSICAL DEMANDS:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to stand; use hands and fingers to handle, or feel objects or controls; reach with hands and arms; talk or hear. The employee frequently is required to walk and stand. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. Vision abilities required include close and distance vision, color vision, peripheral and depth perception, and the ability to adjust focus. The noise level in the work environment is usually moderate.

WORK ENVIRONMENT:

Business banking environment. Professional demeanor and attire is required at all times. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

PENTUCKET BANK'S JOB DESCRIPTION ACKNOWLEDGEMENT FORM

I acknowledge that I have received a written copy of the job description, as set forth by Pentucket Bank. I understand the essential duties, responsibilities and standards that are required of me in this position.

Print Name: _____

Signature: _____

Date: _____