



PORTLAND HOUSING CENTER

## Loan Servicing Administrator

### Portland Housing Center

At the Portland Housing Center, we believe everyone deserves access to homeownership. We make it possible through quality home buyer education, one-on-one guidance, financial education, mortgage services, and a variety of other resources to make homeownership a reality for first time home buyers.

### Position

The Loan Servicing Administrator is a key position in Portland Housing Center. The administrator reports to the Finance Director and is largely responsible for the quality of the loan portfolio through engaged servicing activity. The loan portfolio of \$9.6 million is Portland Housing Center's key asset and a major source of operational revenues from interest earned on loans made. The loan portfolio has a delinquency rate of less than two percent on its 300 amortizing mortgages. There are 69 deferred payment loans also in the loan portfolio.

PHC is a certified Community Development Financial Institution (CDFI). It is a licensed mortgage broker and originates second mortgage loans held in its loan portfolio. Sources of loan capital include CDFI awards, loan sales, equity investments by banks and foundations, and capital grants from NeighborWorks America.

### Responsibilities

- Set up and maintain loan files as described in the Loan Servicing Policy and Procedures.
- Monitor accounts for payment default and provide recommendations in bringing the borrowers current.
- Work with PHC Attorney to resolve any collections.
- Review and approve payoff's, prepare paperwork for reconveyances, modifications and forbearance agreements.
- Answer borrower inquiries, offer clarification and guidance related to loan questions.
- Report and make recommendations to Finance Director regarding any loan write off's in the loan portfolio
- Process 1098 and 1099's to PHC loan customers as required by the IRS.
- Generate monthly servicing reports including but not limited to:
  - Borrower Statements,
  - Aged Trial Balance by loan program,
  - Receipts and Disbursements by loan program,
  - New/Paid off loans by program, and
  - Delinquency reports.

- Assist in reconciliation of GL accounts related to loans.
- Assist with strategies to raise capital through debt, equity and loan sales.
- Assist with reporting for NMLS, CDFI and other related reports requiring information on the loan portfolio.
- Other duties and responsibilities as assigned by Finance Director

### **Qualifications**

- Undergraduate degree or Associates degree (AA) in finance, business, or related field, or equivalent work experience
- Able to understand and maintain compliance with the Consumer Finance Protection Bureau (CFPB) regulations related to loan servicing.
- Ability to learn and become 'expert' with The Mortgage Office software used for loan servicing and reporting.
- Excellent communication and relationship building skills with an ability to prioritize, negotiate, and work with borrowers, lenders, title companies, other servicers and legal experts to resolve issues that arise.
- Strong proficiency in using and developing Excel spreadsheets
- Knowledge and willingness to keep educated of applicable laws and regulations
- Ability to handle time-sensitive and confidential information.
- Strong attention to detail and analytical skills.

### **Working Conditions**

Portland Housing Center is an Equal Opportunity Employer; employment decisions are made without regard to race, color, creed, sex, national origin, religion, age, handicap, disability, sexual orientation, family relationship, marital status, political affiliation or any other reason prohibited by law.

This is a part time position. Portland Housing Center provides a normal office environment. This job requires travel to training locations, and attendance at occasional evening and weekend meetings.