



Loan Servicing Specialist

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 Specialist reports to the Finance Director and is largely responsible for the quality of the loan portfolio through engaged servicing activity. The loan portfolio of \$10 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.

Responsibilities

- Set up and maintain accurate loan files as described in the Loan Servicing Policy and Procedures
- Monitor loan portfolio and follow up on non-performing loans
- Review and approve payoff's, prepare paperwork for reconveyances, modifications and forbearance agreements
- Manage Borrower relationships by answering inquiries, offer clarification and guidance related to loan questions
- Monitor potential loan write offs and recommend solutions
- Generate monthly servicing reports
- Other duties and responsibilities as assigned by Finance Director

Qualifications

- Bachelor's or Associates degree in accounting, finance, or related field, or equivalent banking experience.
- Highly organized and able to work with minimal supervision.
- Strong attention to detail and analytical skills.
- Able to understand and maintain compliance with the Consumer Finance Protection Bureau (CFPB) regulations related to loan servicing.
- Knowledge of The Mortgage Office is preferred but not required.
- 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.

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 24 hour/week position. Portland Housing Center provides a normal office environment.