

Wyoming Community Development Authority

JOB TITLE: Mortgage Servicing Administrative Assistant PAY GRADE: 4
DEPARTMENT: Single Family FLSA STATUS: Non-Exempt
REPORTS TO: Mortgage Loan Servicing Manager REVISED: August 2010
SUPERVISORY RESPONSIBILITY: None

Overall Job Purpose

To provide job assistance to the Mortgage Servicing Manager, Collection Manager, and provide back-up assistance to all areas of Mortgage Servicing.

Duties and Responsibilities

- Process Payment Lockbox system daily.
- Assist with the process of mortgage loan payments, which includes entering the payment into the computer system, balancing the payments received, scanning the checks for deposit, and completing the posting process.
- Process property tax invoices.
- Assist in answering incoming telephone calls and assist customers as needed.
- Collect information and process check by telephone requests per the borrowers' instructions.
- Answer day to day questions regarding mortgage servicing.
- Quote mortgage payoffs for borrowers, lenders, and title companies.
- Remit monthly premium amounts to mortgage insurance companies.
- Run/download monthly credit reporting records and handle call credit disputes.
- Distribute and monitor Quality Control monthly findings.
- Process and submit unclaimed funds to the State of Wyoming.
- Process completed payoff files/ releases.
- Monthly reporting/delinquency reporting to all insurers.
- Distributing and processing monthly SFDMS reporting to HUD.
- Processing ACH payment requests/submission of files.
- Assist on all electronic file processes.
- Assist with scanning to DOCSTAR.
- Assist with mailing late notices.
- Assist mortgage servicing staff as required.

Knowledge, Skills & Abilities

- Able to communicate information in a clear manner both verbally and in writing
- Experience with a multi-line telephone system
- Able to multi-task
- Strong organizational skills
- Knowledge of insurer's and guarantor's regulations
- Must be detail oriented and strive for accuracy
- Basic typing skills (45 wpm)
- 10-key with accuracy
- Proficiency in Word, Excel and Microsoft Windows
- Knowledge of Electronic transmissions helpful
- Must be able to lift and carry a minimum of 10 pounds
- Able to sit 4 to 7 hours per day
- Able to stand 0 to 2 hours per day
- Able to walk 0 to 2 hours per day
- Able to work 5 days per week
- Able to perform sedentary work
- Able to bend/stoop, reach, push/pull and climb stairs occasionally

Mortgage Servicing Administrative Assistant

- Able to talk, hear and converse with customers and co-workers
- Visual acuity to perform close work
- Able to use hands for frequently repetitive work
- Must be able to speak, comprehend, read and write using the English language

Education and/or Training

- High School Diploma or GED
- Associate Degree in related field or 3 years equivalent work experience
- Previous experience in mortgage loan servicing preferred

This job description in no way states or implies that these are the only duties to be performed by this employee or abilities needed to perform the duties. The employee will be required to follow any other instructions and to perform any other duties requested by their supervisor(s).