

Luther Burbank Savings Job Description

Job Title: Sr. Loan Service Clerk – Support
Department: Loan Department
FLSA Status: Non-Exempt

Job Number: 515
Reports To: Assistant Loan Service Manager
Last Revision: 07/08/2010

Summary: ACH preparation set-up and rejection; Audit ARM loans for appropriate and timely interest rate and payment changes; respond to customer service calls that also entails review of customer history and status, loan payment posting, support to collections unit including preparation of legal documents, order property profiles for OFAC compliance; filing, and prepare Verification of Mortgage.

Essential Duties and Responsibilities

- Provides customer service to walk-in customers as well as phone customers – ensure that walk-in customers and calls are directed appropriately.
- Prepares documentation and customer letters for ACH loan payment set-up; and processes ACH rejects.
- Separate daily loan payments in preparation for posting; may assist with daily loan payment posting as needed.
- Audits Adjustable Mortgage Rate (ARM) loans monthly to ensure correct interest rate changes.
- Responds to Verification of Mortgage requests and responds to customer requests for appraisal copies.
- Complete legal documentation relating to the collection of mortgages.
- Orders property profiles and reviews for OFAC compliance.
- Retrieves loan files when requested; prepares and files correspondence and annual operating statements as needed.
- Adheres to all applicable compliance regulations, including BSA, BPA and Right to Financial Privacy.
- Demonstrates a commitment to Fair Lending.
- Other duties may be assigned.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

- Customer Service - Responds promptly to customer needs; Responds to requests for service and assistance.
- Oral/Written Communication - Speaks clearly, professionally in positive or negative situations. Writes clearly and informatively.
- Mathematical Ability – Accurately completing mathematical equations.
- Problem Solving - Identifies and resolves problems in a timely manner.
- Organizational Support - Completes administrative tasks correctly and on time, supports organization's goals and values.

Education and/or Experience

High school diploma or general education degree (GED) and at least 2 years related experience and/or training; or equivalent combination of education and experience. At least two years experience in a loan service or similar position that may include accounting or bill payment posting required. Must have experience in customer service with direct phone contact with customers and have good communication skills. Attention to detail required. To perform this job successfully, an individual should have knowledge of Word Processing and Excel software and work well in a fast-paced environment. Prefer background in mortgage processing and collections.

Physical Demands

While performing the duties of this job, the employee may be required to sit or stand for extended periods of time. In order to utilize the data processing system, the employee must be able to physically use a keyboard/mouse and walk to and from workstations. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.