

Luther Burbank Savings Job Description

Job Title: Loan Service Lead
Department: Loan Department

Job Number: TBD
Reports To: Loan Service Manager/Assistant Loan
Service Manager

FLSA Status: Non-Exempt

Last Revision: 11/09/2011

Summary: Manages and processes daily operational functions relating to loan release, payoff and investor remittance.

Essential Duties and Responsibilities

- Process payoff and release transactions according to policy, procedure and investor guidelines.
- Coordinate and review applicable data and reports for investor remittance, reporting and reconciliation.
- Verifies transfer of loan data and applicable correspondence between Loan Servicing and external parties.
- Reviews internal and investor accounting reports daily.
- Identify, develop and implement process and procedures.
- Prepares and distributes necessary reports to appropriate personnel.
- Act as primary Loan Service liaison between investors and origination divisions.
- Adhere to applicable policies and procedures.
- 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. Ability to accurately analyze financial transactions.
- 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

Bachelor's Degree (BA/BS); and three to five years related experience and/or training; or equivalent combination of education and experience. Three to five years Fannie Mae experience including a thorough working knowledge of FNMA guidelines within the last two years. To perform this job successfully, an individual should have advanced knowledge of MS Word and Excel software, intermediate knowledge of MS Access software, and the ability to manipulate data sources and analyze financial information. Ability to work well in a fast-paced environment.

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.