

Escrow Servicing Specialist



*Salary Grade: 6
Non-Exempt
Full Time
Closing Date 09/03/2019*

JOB TITLE: Escrow Servicing Specialist

REPORT TO: V.P. Loan Operations Manager

DEPARTMENT: Loan Servicing

Position Summary: Performs all procedures required for efficient and accurate maintenance of residential and consumer loan files and documents in full compliance and within bank guidelines. This individual has a specific responsibility to service Property Tax escrows. Provides support for all loan-servicing functions. Provides courteous and cooperative service to external bank customers and attorneys, as well as internal customers, including other departments and branches.

Functions:

- Accurately process tax payments/disbursements on mortgage loans as/when necessary.
- Perform annual escrow analysis.
- Verify taxes are current for all residential non-escrowed accounts.
- Responsible for the preparation of the HELOC Maturity Report and reporting out to the monitoring committee.
- Monthly inventory of escrow checks.
- Perform general ledger procedures in the maintenance of loan servicing files.
- Provide accurate and timely reports, such as suspense, non-posted and tax disbursements, or any other reports needed for the department.
- Provide customer support by handling phone calls or written correspondence for inquiries, complaints or problems and following through to final resolution.
- Provide assistance and information to department and bank staff as needed.
- Responsible for audit of new loan escrow set-up.
- Process payoff requests, releases and duplicate releases.
- Research and handling of customer returned mail.
- Scan documents and correspondence in iDentifi.
- Posting of payments to mortgage and consumer loans.
- Review/mail rate change notices on mortgage loans.
- Complete credit bureau changes and updates via E-Oscar and managing system reports and credit bureau billing.
- Strict adherence to all bank policies regarding security, confidentiality and compliance.
- Additional responsibilities as required or requested by management.

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Knowledge, Skills, Requirements:

- A minimum of 2 years loan servicing experience
- Proficiency with Microsoft Office, bank data processing systems
- Computer and keyboarding skills
- Excellent customer service skills
- Strong written and verbal skills
- Ability to work independently in a busy environment
- Adherence to accuracy and detail
- Proficiency with Microsoft Office, bank data processing systems
- Strict adherence to all bank policies

Physical Demands and Condition Requirements:

- General office environment.

Equipment Used:

- General office equipment, i.e., calculator, photocopier, etc.
- Computer

ADA: The employer will make reasonable accommodations in compliance with the Americans with Disabilities Act of 1990.

Manager Approval: _____

Date: _____