

Title: Escrow Coordinator

Salary Range: Pay Grade 3

Division: Loan Servicing Division

Job Type: Non-Exempt Exempt

Location: Harrisburg

Reports to: Manager of Escrow

The Pennsylvania Housing Finance Agency (PHFA) is growing! We have Full-Time position available for an Escrow Coordinator in our Headquarters Office in Harrisburg PA. **PHFA has a Hybrid work environment which consists of a few days in the office and at home as approved by the Manager and division Director.**

Job Purpose

The purpose of Escrow Coordinator is to provide exceptional customer service and administrative skills. This job will perform a variety of administrative duties, as well as assist staff with real estate taxes, hazard insurance, flood insurance, and satisfactions in various functions.

Essential Functions

1. Handle customer service calls and inquiries.
2. Sort, slice and distribute incoming Escrow mail.
3. Assist staff with scanning loan documents into PHFA's imaging system.
4. Assist staff with mailing and stuffing letters.
5. Assist staff with overnight and certified mailings.
6. Research Corelogic's website for Flashline updates and send to management.
7. Process daily miscellaneous tax reports received from Corelogic.
request past due tax bills from taxing authorities.
8. Pay and process manual hazard insurance bills as needed.
9. Assist Satisfactions area with data entry.
10. Perform other duties as assigned by supervisor.

Job Requirements

Education:

- High school diploma or GED equivalent; Associates or Bachelor's Degree a plus.

Experience:

- Mortgage loan servicing, with a focus on Escrow related functions, such as, real estate taxes, hazard insurance is preferred.
- Excellent verbal and written communication skills, including the ability to effectively communicate with internal and external customers
- Strong customer service skills.
- Must be able to multitask effectively.
- Must be able to work independently.
- Must be dependable with a proven attendance record.

Knowledge/ Skills:

- Knowledge of AS400 and Black Knight MSP system a plus.
- Must be proficient in using Microsoft applications such as Word, Excel and outlook.

Licenses/ Certifications: N/A

Travel

- None Light Frequent Other:

Physical Requirements:

- Ability to safely and successfully perform the essential job functions consistent with the ADA, FMLA and other federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
- Ability to maintain regular, punctual attendance consistent with the ADA, FMLA and other federal, state and local standards.
- Must be able to talk, listen and speak clearly on telephone.