

Title: Home Retention Counselor (Non-FHA loans)

Job Type: Non-Exempt Exempt

Division: Loan Servicing Division

Job Grade: 2

Location: Harrisburg Office

Reports to: Manager of Default Servicing

Essential Duties and Responsibilities:

1. Maintain an auto queue of Non-FHA accounts that are 15-44 days delinquent; make outgoing calls and take incoming calls through a designated phone queue – minimum requirement of 175 calls per day. Also send letters encouraging the borrower to contact PHFA
2. Process incoming payments and advise the accounting area how to post the funds that were received
3. Review financial information to see if a complete package has been received. If items are missing, send letter to borrower
4. Maintain a neat and organized work area
5. Other duties as assigned by the Manager of Default Servicing

Job Requirements

Education and/ or Work Experience Requirements:

- High school diploma or GED required. Associates degree or higher preferred.
- At least one year of experience in the mortgage or collections industry preferred
- Excellent verbal and written communication skills, including ability to effectively communicate with borrower
- Ability to perform a high volume of work daily
- Must have a team mentality
- Ability to work independently
- Bilingual is a plus

Working Conditions

Physical Demands:

- Must be able to talk, listen and speak clearly on telephone
- Must work one (1) evening per week (Monday through Thursday - work hours that day are from 10:30 am -7pm).