Title: Loan Accounting Officer I

Division: Loan Servicing

Job Type: Non-Exempt ☐ Exempt ☐

Reports to: Manager of Loan Accounting

Job Grade: 5

Come join our team! We are always eager to meet, connect and build success with new talent in our industry.

We are currently offering a Hybrid work environment (based on business needs) and a pension.

This position requires proof of full vaccination of COVID-19 prior to the first day of employment, absent need for medical and religious accommodation or other exception allowed by state or local law. **You must meet the PA residency requirement.** Applicants must be authorized to work for ANY employer in the U.S. We are unable to sponsor or take over sponsorship of an employment Visa at this time. We look forward to meeting you and building success together.

**Job Purpose**
The Loan Accounting Officer I handles numerous accounting tasks involving the servicing of mortgage loans.

**Essential Functions**
- Process Borrower/Trustee bankruptcy payments through Black Knight MSP daily, prepare deposit and reconcile the batch.
- Process tasks assigned in the servicing system.
- Process suspense queue for borrower payments.
- Process wire payoffs.
- Process the P100 report, and resolve the exceptions listed.
- Process the ACH NSF report, which lists ACH payments returned for insufficient funds. Mail the automatically generated letter to the borrower.
- Balance daily posting activity to the MSP servicing system reports.
- Process incoming mail for the loan accounting team on days when scheduled to be in the office.
- Scan deposits for banking on scheduled office days.
- Disburse and deposit HEELP & FAF monies as request by the Homeownership Programs division—create corresponding journal entries monthly.
- Assist with posting and reporting payments from PAHAF (PA Homeowners Assistance Fund).
- Research and void stale dated checks monthly, which are generally from escrow overage funds paid to borrowers but not cashed.
- Process daily faxed/email requests for payoff amounts and VOM’s (Verification of Mortgage). Generate payoff letters/VOM’s and forward them to the borrower or approved third party as necessary.
- Process monthly journal entries for wires/deposits to the general savings account done throughout the month.
- Monitor ALSV email box and process/distribute items as needed. Also field phones calls from borrowers and approved third parties. This also involves staffing a queue line. Escalate inquiries as necessary to supervisor or manager.
- Other duties as assigned by Manager, including but not limited to: answering questions and providing assistance to borrowers transferred from the Solutions Center.

### Job Requirements

**Education:** Associates or higher level degree preferred, especially in the field of accounting.

**Knowledge/ Skills:**
- Basic knowledge of loan servicing, with general knowledge of mortgage accounting preferred.
- Experience with AS400, Black Knight MSP, ALLREGS, FHA CONNECTION is a plus. Must have experience with PC Windows software applications such as Word and Excel.
- Strong customer service skills. Ability to handle customer inquiries and complaints in a courteous and professional manner is essential.
- Must be able to work effectively both independently and within a team environment.
- High level of conscientiousness and attention to detail is a must.
- Must have a satisfactory attendance record.

### Travel

- □ None
- □ Light
- □ Frequent
- □ Other:

### Working Conditions

**Physical Demands:** □ Lifting/Carrying  □ Walking  □ Sitting  □ Standing  ☑ Other

- 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.