Title: Loan Servicing Coordinator  
Salary Range: Pay Grade 3

Division: Loan Servicing Division  
Job Type: Non-Exempt ☒ Exempt ☐

Location: Harrisburg

Reports to: Default Manager

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 Servicing Coordinator supports the servicing unit with a variety of administrative functions related to the servicing of PHFA mortgage loans.

**Essential Functions**

1. Provide administrative services to division staff including but not limited to data entry, filing, copying and other clerical duties as required.
2. Create and mail required notices to borrowers such as Act 91 and Act 6 letters, as well as other letters.
3. Process the UPS mail and certified mail.
4. Receive, sort, process and distribute incoming and outgoing default mail. Research returned mail and forward to appropriate team.
5. Research using the servicing computer system miscellaneous mail received and distribute accordingly.
6. Mail FHA Partial Claim packages to HUD’s contractor.
7. Responsible for reviewing certain automated messages (lien alerts) in the servicing system and distributing to applicable staff for further action if needed.
8. Scan default and other servicing documentation into the metaviewer system.
10. Order office supplies.
11. Unsubscribe borrowers from email blasts upon request.
12. Perform other duties as assigned.

Job Requirements

Education:
• Associates or higher level degree or at least three years of administrative experience in a professional office environment.

Experience:
• Must have experience in Microsoft Word and Outlook and have the skills to learn other applications and systems. Knowledge of MSP system is a plus.
• Ability to use office equipment, including copier, scanner, letter folder/stuffing machine, etc.
• Must be dependable with a proven attendance record.

Knowledge/ Skills:
• Basic knowledge of loan servicing is a plus.
• Demonstrated capacity to communicate effectively in writing and verbally.
• Must be able to multi-task effectively and prioritize work as directed.
• A high level of conscientiousness and attention to detail is required.
• Must have the capacity to work independently as well as the ability to work effectively with others.
• Must have a professional manner and positive attitude.
• Demonstrated ability to maintain the confidentiality of all information gathered on behalf of the Agency and/or its partners, which is not otherwise available to the general public.

Licenses/ Certifications: N/A

Travel

• ☒ None  ☐ Light  ☐ Frequent  ☐ Other:

Physical Requirements:
• Requires three to four days in the office at PHFA’s Harrisburg Headquarters. One to two days may be worked remotely from an approved home office.
• 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.