Title: Loan Servicing Coordinator  
Salary Range: Pay Grade 3

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

Location: Harrisburg

Reports to: Division Director

The Pennsylvania Housing Finance Agency (PHFA) is growing! We have a Full-Time position available for a Servicing Assistant I in our Headquarters Office in Harrisburg PA.

**Job Purpose**

The Servicing Assistant supports the servicing unit with a variety of administrative functions related to the servicing of PHFA mortgage loans. The position reports to the division director but will also work closely with the Default Manager and Special Loans Officer II.

**Essential Functions**

1. Assist division director with various duties such as:
   - formatting and updating the Servicing Guide;
   - scheduling training sessions provided by the federal housing agencies and other industry leaders for the various teams or division as applicable and tracking attendance;
   - unsubscribe borrowers from email blasts upon request;
   - and various other administrative duties.

2. Assist Special Loans department with various duties such as:
   - fielding voice mail messages such as those regarding deceased borrowers and assumptions;
   - preparation of legal documents such as assumption and subordination agreements;
   - Mortgage Credit Certification reissuances;
   - Name and mailing address updates;
   - TIN matching;
   - and other duties as assigned.

3. Create and mail required notices to borrowers such as Act 91 and Act 6 letters, as well as other letters.

4. Process the UPS mail and certified mail.

5. Receive, sort, process and distribute incoming and outgoing default mail. Research returned mail and forward to appropriate team.
6. Research using the servicing computer system miscellaneous mail received and distribute accordingly.
7. Provide administrative services to division staff including but not limited to data entry, filing, copying and other clerical duties as required.
8. Responsible for reviewing certain automated messages (lien alerts) in the servicing system and distributing to applicable staff for further action if needed.
9. Scan default and other servicing documentation into the metaviewer system.
11. Order office supplies.
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.