

Title: Servicing Assistant I

Salary Range: Pay Grade 1

Division: Loan Servicing Division

Job Type: Non-Exempt Exempt

Location: Harrisburg

Reports to: Manager of Default Servicing

The Pennsylvania Housing Finance Agency (PHFA) is growing! We have Full-Time position available for a Servicing Assistant I 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 during the pandemic.**

Job Purpose

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

Essential Functions

1. Create and mail required notices to borrowers such as Act 91 and Act 6 letters, as well as other letters.
2. Process the UPS mail and certified mail.
3. Receive, sort, process and distribute incoming and outgoing default mail.
4. Research using the servicing computer system miscellaneous mail received and distribute accordingly.
5. Provide administrative services to division staff including but not limited to data entry, filing, copying and other clerical duties as required.
6. Responsible for reviewing certain automated messages in the servicing system and distributing to applicable staff for further action if needed.
7. Scan default servicing documentation into the metaviewer system.
8. Perform other duties as assigned.

Job Requirements

Education:

- High school diploma or GED equivalent.

Experience:

- Must have effective oral and written communication skills.
- PC experience necessary.
- Ability to use office equipment, including copier, scanner, letter folder/stuffing machine, etc.
- 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.
- Must have the ability to recognize problem situations and provide solutions.
- Must be dependable with a proven attendance record.

Knowledge/ Skills:

- Basic knowledge of loan servicing.
- Good knowledge of general office practices and English grammar, spelling and punctuation.
- Must possess organizational skills and the ability to handle multiple tasks simultaneously.
- Knowledge of MSP system and PC windows.

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.