Title: Special Loans Assistant Officer

Division: Loan Servicing Division

Location: Harrisburg

Reports to: Senior Special Loans Officer

Job Purpose

The Special Loans Assistant Officer handles loans with specific circumstances such as deceased borrowers, loan assumptions, borrower releases and additions, loan subordinations, military relief measures, etc.

Essential Functions

1. Field voice mail and email messages in the Special Loans email box and voice mail queue.
2. Assist with preparation of legal documents such as assumptions, releases, adds, subordinations, loan modification agreements.
3. Record subordination agreements, loan modification agreements and partial claims.
4. Assist with development and maintenance of policies and procedures for special loans area.
5. Assist with development and maintenance of materials for borrowers related to the special loans area.
6. Process Mortgage Credit Certification reissuances.
7. Name and mailing address updates.
8. TIN matching.
9. Unsubscribe borrowers from email blasts upon request.
10. Review applicable ‘lien alerts’ in the servicing system as needed.
11. Administrative duties including scanning, processing UPS and certified mail, and researching mail received for the special loans area.
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:
• College degree preferred but not required depending on experience.
• Basic knowledge of loan servicing is a plus.
• Demonstrated capacity to communicate effectively and with empathy in writing and verbally with borrowers who are often experiencing a life changing event such as a divorce or death of a loved one.
• Must be able to multi-task effectively and prioritize work as directed.
• A high level of conscientiousness and attention to detail is required, as well as the ability to research unique situations and apply policies and procedures accordingly.
• Must have the capacity to work independently as well as the ability to work effectively with others, as this department works with all teams in servicing as well as some other PHFA divisions such as Legal and Homeownership Programs.
• Must have a professional manner and positive attitude, while remaining firm in communicating the applicable requirements.
• 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. Remote work may be restricted during the training period until the employee has demonstrated the capacity to work independently.
• 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.