



## **LOAN SERVICING REPRESENTATIVE**

**Department:** Loan Servicing  
**Reports to:** Loan Servicing Manager  
**Summary:** Works under the general direction of the CFO. Performs all duties related to servicing of the Retail and Commercial loan portfolios.

### **Specific Job Functions:**

1. Enters new loans and new borrowers into the data software
2. Processes Real Estate tax and Insurance disbursements
3. Prepares and mails payment coupons, billing statements and other correspondence as required
4. Processes borrower payments
5. Performs file maintenance requests from the Credit department
6. Customer Service - Branch and borrower calls, inquires and payoff requests
7. Forwards reports for delinquencies to Credit Officers and the Collection Department
8. Provides borrower credit information to credit agencies, banks and other parties as requested
9. Maintain confidentiality of all corporate and borrower matters
10. Perform other duties as assigned or required

*The above noted job description is not intended to describe, in detail, the multitude of tasks that may be assigned but rather to provide a general overview of the responsibilities and expectations of the position. Other specific duties and responsibilities may be assigned to specific individuals as business needs arise.*

**Qualifications:** The requirements listed below are representative of the knowledge, skills, and/or abilities required for this position.

**Knowledge, Skills & Abilities:**

- Thorough knowledge of Word and Excel
- Some knowledge of the Fiserv Cleartouch database software
- Demonstrate ability to handle multiple tasks simultaneously; exceptional organizational skills required; ability to meet designated deadlines
- Must be able to maintain the highest level of confidentiality; ability to handle sensitive material concerning the Company and borrowers
- Verbal and written communication skills

**Desired Skills, Knowledge and Competencies:**

- Ability to prioritize duties and work independently while remaining flexible to changing assignments
- Loan documentation knowledge recommended

For consideration, please send resumes to Amy Foy at [afoy@phoenixfed.com](mailto:afoy@phoenixfed.com)