LOCAL INITIATIVES SUPPORT CORPORATION

Position Description

POSITION TITLE: Loan Servicing Manager
REPORTS TO: Director of Loan Administration
JOB CLASSIFICATION: Exempt / Full Time, Grade 13
LOCATION: New York, NY or remote (Continental US)

THE ORGANIZATION
WHAT WE DO
With residents and partners, LISC forges resilient and inclusive communities of opportunity across America – great places to live, work, visit, do business, and raise families.

STRATEGIES WE PURSUE
- Equip talent in underinvested communities with the skills and credentials to compete successfully for quality income and wealth opportunities.
- Invest in businesses, housing, and other community infrastructure to catalyze economic, health, safety and educational mobility for individuals and communities.
- Strengthen existing alliances while building new collaborations to increase our impact on the progress of people and places.
- Develop leadership and the capacity of partners to advance our work together.
- Drive local, regional, and national policy and system changes that foster broadly shared prosperity and well-being.

Over 42 years, LISC and its affiliates have invested approximately $24 billion in businesses, affordable housing, health, educational mobility, community and recreational facilities, public safety, employment, and other projects that help to revitalize and stabilize underinvested communities. Headquartered in New York City, LISC’s reach spans the country from East coast to West coast, with 38 local offices extending from Buffalo to San Francisco and rural activities in 49 states and Puerto Rico. Visit us at www.lisc.org

The Loan Servicing Manager will be a key member of the loan servicing department for LISC and will be responsible for a full range of loan servicing functions including monitoring and reviewing various control reports, loan set-up and set-up of payment schedules for complex loan structures, ACH processing, borrower invoicing, payment
processing, loan reconciliations, addressing customer and borrower inquiries, and responding to field requests for information, actions and documents.

Responsibilities:

- Timely and accurate onboard of all new loans in servicing platform including setting up payment schedules for complex loans and identifying material differences in loan terms and notifying appropriate parties
- Responsibility for performing daily payment processing and reconciliations of loan activity, monthly invoicing and closing tasks, for a loan portfolio of over $1 billion in active loans
- Provide high-level customer service to borrowers, clients, and internal team members by responding to inquiries and requests within 24 hours and troubleshooting issues, and independently resolving and responding to field requests
- Become a subject matter expert on LISC’s loan servicing platform including a thorough understanding of the types of loans serviced and client dependencies on data provided by the platform
- Help identify current technical gaps and process enhancements required to enable integration of additional loan types and to maximize automation wherever practical.
- Preparation and review of periodic loan process exception reports, delinquency reports, and other reports to communicate portfolio performance, borrower issues, and other key metrics to management to ensure accuracy of transactions processed by loan servicing
- Maintain a borrower/customer focus with emphasis on a positive experience as it relates to all stakeholders and resolving borrower inquiries and issues
- Propose improvements to increase productivity and efficiency in the department, while adopting and supporting new products, enhancements, and systems
- Assist in the testing, training, and integration of new loan servicing platform.
- Provide support to servicing team members assisting with the successful execution of daily and other tasks as needed.
- Work on special projects, research and/or analysis as assigned

Qualifications:

- Associate’s or bachelor’s degree in finance or accounting from an accredited college or university, other degrees will be considered. Experience can be considered as proxy.
- Minimum of 2 years loan servicing experience; 3+ years of experience in the mortgage/financial services industry, a plus.
• Strong reasoning skills and independent decision-making capability
• Experience with loan servicing software and processes
• Strong mathematical skills with ability to apply them to loan related calculations such as interest accruals, discounts/premiums, loan participations, etc.
• Strong customer service and communication skills.
• Independent worker and analytical thinker with ability to conduct research, data analysis and resolve complex problems.
• Knowledge of automated accounting systems and procedures preferred.
• Inclination to learn, take on new projects, and advance current skills.
• Ability to establish and maintain effective working relationships with supervisors, co-workers, and outside business professionals.
• Strong attention to detail.

COMPENSATION
LISC offers a competitive total compensation package, including salary and excellent fringe benefits (health, dental, vision, and retirement plans).

TO APPLY
Please send cover letter and resume via email to ctravers@lisc.org and include “Loan Servicing Manager” in the subject line of your email.

LISC IS AN EQUAL OPPORTUNITY EMPLOYER COMMITTED TO DIVERSITY, EQUITY, INCLUSION, AND JUSTICE