

JOB DESCRIPTION

Job Title	Loan Servicing Specialist
Department	Administration
Reports to	Senior Vice President, Chief Administrative Officer
Positions Supervised	None
FLSA Status	Contract Employee

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees may be required to follow other job-related instructions and to perform other job-related duties as requested, subject to all applicable state and federal laws. Certain job functions described herein may be subject to possible modification in accordance with applicable state and federal laws. Must reside within the city limits of Kansas City, Missouri and have a valid driver's license.

Summary

Under the supervision of the Senior Vice President/Chief Administrative Officer, the vendor performs a variety of Loan Servicing functions in connections with RLF and River Market Micro-Loan programs including but not exclusive to: loan processing, the final closing, distribution of paid loans, preparation of payoff, demand statements and the maintenance, tracking, and review of all pending loan documents.

Essential Vendor Functions

- Prepare RLF and River Market loans documents according to established guidelines and procedures.
- Prepare payoff demand statements and other requests to provide payoff information in written form.
- Maintain, manage and track all pending/outstanding loan documents.
- Perform final checklist sign off of all credit and collateral files after confirming that all documents are in the file and that the file is complete.
- Consult clients with respect to performance in areas such as servicing, delivery accuracy, document control, custodial account management, loss mitigation, reporting and lender compliance.
- Ensure all loan servicing disclosures are completely error free.
- Manage and supervise complicated reporting, remitting, re-pricing and reconciling activities.
- Evaluate loan servicing data, research issues along with exceptions and submit appropriate changes for approval.
- Execute quality control measures with respect to loan servicing.
- Conduct detailed analysis of client issues and problems.
- Recommend feasible solutions to resolve existing problems and facilitate implementation of same.
- Execute on-site review and suggest prospective new customers as and when applicable.
- Order, review, renew and maintain loan payoffs and disbursements.
- Review all terms and conditions of loan documentation.
- Monitor, coordinate loan payoffs, disbursements, and demands.
- Ensure all procedures adhere to EDC Loan policies and government regulations.
- Comfortable with preparing and presenting progress reports to the board.
- Available to present potential borrower's request to loan committee.