

# NEW BEDFORD CREDIT UNION

## Real Estate Loan Services Representative

### **JOB TITLE/DEPARTMENT**

Loan Services Representative/Lending

### **CLASSIFICATION**

Non-exempt

### **POSITION TYPE/EXPECTED HOURS OF WORK**

Full-time/36-40 hours weekly

### **AUTHORITY AND REPORTING RELATIONSHIP**

The Loan Services Representative reports to the Lending Manager.

### **AMOUNT OF INDEPENDENT ACTION OF THE POSITION**

Approval required when solution is not within normal policies and procedures.

### **SUMMARY/OBJECTIVE**

This position is responsible for packaging and reconciling loans sold on the secondary market, and responsible for reviewing loan files for complete and accurate underwriting to conform to secondary market guidelines. This position is also responsible for monitoring escrow accounts, real estate taxes, and private insurance, and ensuring the quality of loan files throughout the process.

### **ESSENTIAL FUNCTIONS**

- Oversee the review of loan files for complete and accurate documentation.
- Oversee the preparation of title and mortgage discharge information.
- Oversee real estate tax payment and escrow analysis.
- Oversee the force-placement of home owner's or flood insurance on real estate property, if needed.
- Oversee that HMDA information, related to real estate property, is properly entered.
- Review various loan reports daily.
- Perform appropriate maintenance on member related accounts as needed.
- Perform other tasks as needed.
- Oversee collections.
- Ensure accurate credit reporting and error resolution in accordance with FCRA.
- Prepare loans for sale on the secondary market and reconcile the general ledger accounts associated with the secondary market.

### **QUALIFICATIONS**

- High school graduate or GED.
- 3-5 years prior experience in financial services preferred, or equivalent experience could be substituted with educational background in business administration or management.
- Knowledge in lending regulations to include, but not limited to, Truth in Lending, RESPA, FCRA, FDCPA, Fair Lending Laws, ECOA, etc.
- Computer proficiency required (Excel, Word, Outlook, etc.).
- Secondary market/Investor reporting experience a plus.
- Intermediate skills related to Microsoft Office applications.

### **COMPETENCIES**

- Positive, professional business relationships within the credit union.
- The ability to work independently and take-on additional projects as assigned.
- The ability to meet deadlines.

- Strong organizational skills.
- Excellent oral and written communication skills.
- A strong commitment to achieving personal growth and success.

#### **WORK ENVIRONMENT**

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

#### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to type, file or lift office supplies up to 20 pounds. The employee is frequently required to sit, stand, walk, bend, talk, hear, use hands to finger, handle or feel; and reach with hands and arms.

#### **OTHER DUTIES**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

**New Bedford Credit Union is an equal opportunity employer and does not discriminate against otherwise qualified applicants on the basis of age, race, color, disability or handicap, gender, sex, sexual orientation, religion or creed, ancestry or national origin, military or veteran status, marital status, gender identity of expression, genetic information, pregnancy and pregnancy-related conditions, or any other characteristic protected by law.**

It is the policy of NBCU to provide reasonable accommodation for qualified employees with disabilities. If you need accommodation to perform the essential functions of your position, please contact Human Resources directly. Full-time employees are offered a competitive salary commensurate with experience and a comprehensive benefits package including health, dental, short & long term disability, term life insurance, AD&D insurance, 401 (k) plan, and tuition assistance.

**APPLICATIONS/RESUMES MAY BE SUBMITTED VIA E-MAIL (NOT SECURE),  
FAX, POSTAL MAIL, OR DROPPED-OFF IN PERSON.**

ATTN: Human Resources  
New Bedford Credit Union  
1150 Purchase Street  
New Bedford, MA 02740