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# Example of Loan Servicing Job Description

Our company is looking for a loan servicing. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for loan servicing

* Serve as liaison with other functional units within the Bank, , with third party vendors, internal and external auditors, and credit bureaus
* Enter and review data in records management systems for new loan applications received
* Prepare and formally present weekly portfolio exceptions and past due items to loan servicing manager with resolution status and timeline
* Recommend and initiate programs, projects, and/or processes improvements specific to the organizational unit served
* Interpret reports, monitor/assess trends, and identify process gaps, and provide summarize using management reporting tools
* Processes loan payments and payoffs received daily via mail
* Prepares & mails correspondence to customers, sorts & distributes incoming mail, and researches returned mail
* Answers calls from customers with account related questions and directs telephone calls to the
* Perform interest rate reset for Commercial and Syndication/Participation loans that have rate options
* Provide support and assistance to Loan Administrator, other Loan Servicing staff, and internal customers

## Qualifications for loan servicing

* 10 years of loan servicing within a financial institution of at least $25 billion preferred
* CPA, CFA and legal certifications preferred
* Prior responsibility for developing and implementing department level policies and procedures, the quality control practices to ensure procedures are followed
* A high school diploma or GED is required for this role
* 1-2 years of administrative experience and an interest in mortgage/real estate with the desire to learn will qualify
* For higher end of the pay spectrum, seeking 2 years of experience working with loan documents in an assistant capacity with excellent customer service skills