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# Example of Processing Representative Job Description

Our innovative and growing company is looking to fill the role of processing representative. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for processing representative

* Working with Agency Recruiters as Agent candidates work through the contracting process
* Review, scan, and process applications for all life products, including new applications, contract changes, and informal inquiries
* Handle initial and downstream accounting entries related to the new business process
* Processes policy billing to agents, including appropriate required state forms, brochures, and product specific policy delivery requirements
* Provide excellent customer service in a fast paced environment to agents, clients, and Agency Field Management, either over the phone, at the front desk, or through electronic communication
* Work one-on-one with agents to help manage case requirements and help advance the new business process
* Administrative duties including phone coverage, review, scan and process new applications, and policy assembly
* Managing a caseload by researching, investigating and resolving disputed credit card charges
* Performs various tasks to prove records of bank transactions including data entry of required fields and resolving out of balance transactions
* Prepares loan payments for processing

## Qualifications for processing representative

* Minimum of two years of experience in mortgage banking, mortgage loan default and/or accounts payable is required
* Strong administration experience (pension administration experience – desirable)
* 1 year of experience working with Microsoft Office Suite
* Two years mortgage banking experience required
* Must be able to work under time constraints to ensure that deadlines are met
* PC literate (Windows, Excel, Word, Outlook)