



# Example of Resolution Manager Job Description

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Our company is growing rapidly and is hiring for a resolution manager. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for resolution manager

- Write, edit and coordinate the development, delivery, review and approval of assigned sections of the annual resolution plan, presentations, or other documents
- Analyze proposed and final regulations relevant to RRP
- Prepare presentations for executive committees, senior management, regulator meetings, internal training sessions as required
- Management of ad hoc inquiries from senior management, regulators and other stakeholders as required
- Monitor collection activity and coach staff on delinquent SFR mortgage, home equity lines of credit (HELOC) and other consumer loans and ensure compliance with FDCPA/CFPB guidelines
- Monitor the foreclosure process for mortgage, HELOC and investor delinquent mortgage loans, including Notice of Intent letters mailed to customers, timely filing of Notice of Defaults, Notice of Sales and foreclosure bids
- Ensure compliance with state, federal regulations and investor guidelines
- Monitor Bankruptcy (BK) filings to ensure Proof of Claims are filed timely, relief from stay is requested, bankruptcy plans are reviewed and payments are correctly posted
- Interact with inside and outside attorneys when legal issues arise on foreclosures, bankruptcy or pending litigation and settlement agreements
- Process any necessary changes within the Collection team and update applicable internal procedures due to changes in lending requirements or recommendations by CFPB, FRB and other regulatory agencies

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- 6+ months of experience in cross functional project leadership/management
  - Must have FINRA registrations (6 & 63) and resident state insurance licensing
  - Must demonstrate strong negotiation skills displaying sound judgment and decision-making
  - Position requires FINRA registrations, 6 & 63 and resident state insurance licensing, but can be obtained within 90 days
  - Specialist knowledge of Interest Rate Derivative products
  - A self-starting attitude with a flexible and team focused approach