



Example of Servicing Manager Job Description

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Our company is looking for a servicing manager. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for servicing manager

- Coordinate efforts and liaise with cross functional teams in order to track and prioritize activities for maximum operational efficiency
- Administer MSP workstations such CWS, Cash, Escrow, Loss Mitigation, FCL
- Manage and proactively communicate customer demand and sets delivery expectation
- Act as the strategy and product subject matter expert for the Central Bank/Sovereign segment and Asset Manager segment both internally and externally
- Responsible for helping maximize product profitability within key target segments through interactions with customers, regulators and internal partners
- Drive product requirements for client initiatives within the segments and ensure that the products developed are applicable across client segments
- Set direction, manage and mentor junior team members
- Works with team to ensure a continuous improvement in productivity
- Partners with Finance to work on cost accounting initiatives
- Ultimate accountability for decision making within the group

Qualifications for servicing manager

- Comfortable with Active Collateral Management process being able to create flexible solutions to client based scenarios

- Bachelor degree in Human Resources Management or related discipline
- Minimum 8 years' solid HR experience in sizable corporations with 2 years at managerial level, preferably in MNCs
- Strong experience with Microsoft Excel and Access, SQL Server, MSP and PM