



Example of Servicing Manager Job Description

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

Responsibilities for servicing manager

- Develops, implements and communicates an overall strategy to meet the Business Unit's and Corporation's strategic plans client expectations
- Assumes accountability for financial and staffing resources, including developing and managing capital and expense budgets
- Liaise across functions to improve efficiency, effectiveness and productivity
- Assumes full accountability for the performance of the area in relation to quality, risk and client satisfaction
- Responsible for managing multiple units or functions through the direct management of a group of managers across multiple locations
- Partner with a dedicated technology team to ensure IT platforms remain fit for purpose
- Conduct regular phone call monitoring to ensure adherence to policy, agent professionalism, and account documentation supports the verbal conversation
- Manages large volumes of request creation in the workflow tools (InStream & SharePoint) reconciliation between intake (my RCR, email box) and workflow systems
- Manages customer care (loan adjustment) staff responsible for resolving internal customer questions with the line of business and operations third level support for external customers escalated through the Commercial Service Center
- Develop Default Financial Operations Strategy, oversight Default Fin Ops teams aligned to Private and MI Investors

- Experience utilizing Agile IT development methodology
- Exceptional leadership and motivational skills
- Exceptional interpersonal skills and ability to conduct business diplomatically and effectively in difficult situations
- Highly motivated and ability to solve problems effectively
- Flexibility and ability to change job focus quickly
- At least 5 years of Mortgage Servicing experience or at least 5 years of Mortgage Default experience