



Example of Servicing Manager Job Description

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Our growing company is searching for experienced candidates for the position of servicing manager. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for servicing manager

- Responsible for Default Fin Ops process improvement, including use of common tools
- Leading Default Financial Operations aligned to FNMA and FHLMC Investor portfolios
- Implementing process improvements, and staffing strategies, that result in maximizing recoverables and overall organizational efficiencies
- Develop strategy to channelize inbound volumes to Alternate Servicing Channels like IVR , Mobile App, Website & SMS
- Leverage Best in class IVR capability/expertise across Alternate channel to maximize usage while maintaining high standards of Customer Centricity
- Execute and Align Alternate Servicing strategy to specific business and functional goals and ensure support to org wise projects and initiatives
- Responsible for Customer user journey on all Alternate Channels and ensuring error free production environment
- Process simplification to ensure elimination on NVA's
- Maintaining and growing revenues from existing clients, in order to meet targets set for specific client portfolio
- Taking the lead on and effectively manage the preparation and execution of all client re-tenders and key meeting (quarterly face to face meetings at a minimum)

Qualifications for servicing manager

- Must be able to diffuse highly stressful situations for team members and vendors
- Some graduate level or professional education preferred
- Public speaking ability preferred
- Experience overseeing a unit in a cost center environment preferred