

Assistant Manager Loan Servicing Stoughton, MA

Envision Bank believes in people helping people – it was our belief when we first opened our doors in 1851 as Randolph Savings Bank, and it holds true today. For over 150 years, we have been providing individuals, families, homeowners, and businesses in our community a wide variety of products that are convenient and hassle-free.

We're customer experience driven and have a focus on overall personal attention. We care and we need people who care as much as we do. We are part of the communities in which we live. Relationships matter. We strive to make things simple and get things done. We hire people who like people and keenly enjoy helping others. If this sounds like you, please read on . . .

Primary Responsibilities: Assists the VP/Loan Servicing in overseeing the daily operations of all loan servicing activities (including review of loan documentation, research, New product setup and analysis, ML transport, residential loan funding, loans in process review, QC second review of all new loans, escrow, hazard, flood and PMI processing, investor relations and MERS audits), assigning work, setting workflow priorities, maintaining quality control and service standards and procedures.

- Performs the QC second-tier review of new commercial and residential loan setups to ensure all critical fields are verified against the loan documentation.
- Reviews and analyzes all required loan servicing reports, including daily and monthly reports such as, file maintenance, due dates in the future, automatic loan payment exceptions, home equity rollovers, collateral loan hold amounts.
- Reviews all monthly investor reconciliations to ensure accuracy timeliness, and completeness.
- Balances the monthly loan servicing general ledger accounts.
- Ensures new commercial, residential, and consumer loans are properly set-up, disbursed and billed in a timely and accurate fashion.
- Participates in employment matters such as: hiring, training, coaching, counseling and performance management.
- Provides guidance in the resolution of routine and complex problems, while managing to required timeframes. Streamlines processes to improve workflow efficiencies.
- Maintains up-to-date knowledge of loan products, investor requirements, MERS and lending regulations.
- Provides technical expertise for all departmental systems, as well as, report writing.
- Performs other department and administrative tasks as assigned (general, vendor management, billing, research). Process daily transactions including loan payments.
- Demonstrates continual learning by attending industry seminars, webinars and other training programs. Insures licenses are properly maintained and continuing education credits (CEUs) are attained.

Position Requirements:

- Associates' degree or equivalent and to one to three (3-5) years' loan servicing experience.
- Demonstrated supervisory/management experience required (2-3 years minimum).
- Ability to prioritize, delegate, organize and analyze.
- Strong knowledge of loan servicing requirements for both commercial and residential mortgage and consumer loans.
- Strong systems and report-writing skills. Strong PC skills (MS Word, Excel, Outlook)
- Must have current and comprehensive knowledge of state and federal regulations.
- Investor Servicing preferred.

Equipment Used:

General office equipment, including but not limited to computer, scan/fax machine, calculator, multi-line phone, copier and scanner.

Supervisory Scope:

Six to ten reports.

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Envision Bank takes pride in being an Equal Employment Opportunity employer and seeks to create and maintain a vibrant diverse workforce. Equal Opportunity Employer – minorities/females/veterans /individuals with disabilities/sexual orientation/gender identity are strongly encouraged to apply.