

OPERATIONS AND SPECIAL PROJECTS MANAGER

APPLICATION DEADLINE IS WEDNESDAY, JUNE 8, 2016 AT 11:59PM

Division: Mortgage Loan Servicing
Reports to: Director of Mortgage Loan Servicing
Location: Nashville, TN
Full-time/Part-time: Full-time
Salary Grade: 35
Monthly Salary Range Minimum: \$4,091
FLSA Classification: Exempt (03)

Critical features of this job are described under the headings below. They may be subject to change due to changes in our business processes or other business-related reasons.

POSITION SUMMARY: Coordinates, analyzes and manages functions relating to master servicing operations, vendor communications, conversions and implementations, and other special projects as defined; monitors the timely and accurate completion of tasks to maintain compliance in accordance with applicable investor and government regulations as well as internal policies and procedures.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Essential duties and responsibilities include the following. Other duties may be assigned.

- Directly supervises staff; interviews, hires, and trains employees; makes assignments and monitors work; develops employee skills and encourages growth and development; reviews and evaluates employee performance; addresses workplace issues and provides guidance, coaching, and disciplinary measures for staff; addresses personnel issues in conjunction with appropriate leadership and the Human Resources division.
- Manages master servicing functions including batch postings, servicer requests and disbursements.
- Manages vendor communication and analysis of third party vendors, including general compliance.
- Completes processes related to the electronic receipt, distribution and processing of data, reports and loan servicing information.
- Administers and monitors vendor performance; makes recommendations to improve efficiency.
- Assists with customer service needs, letter drafting and formulation of mailings.
- Assists with the payoff and release of mortgage loans.
- Oversees tracking of customer complaints and analysis of policy changes needed to reduce complaints.
- Provides backup for the Loss Mitigation escalation services in the evaluation of cases.
- Serves as a member of the Foreclosure Review Team.
- Provides support to complete any function within the Loan Servicing area as needed.

MINIMUM QUALIFICATIONS

The requirements listed below are representative of the knowledge, skills, and/or abilities required.

Education and Experience:

- Bachelor degree in Business with Finance or Accounting emphasis preferred.
- Two years of management experience.
- Mortgage loan servicing experience, with a minimum of 5 years preferred.

The above qualifications express the minimum standards of education and/or experience for this position. Other combinations of education and experience, if evaluated as equivalent, may be taken into consideration.

Knowledge, Skills, Abilities, and Competencies:

- Ability to effectively manage staff.
- Ability to handle private, personal information in a confidential manner; maintains a high level of confidentiality.
- Excellent customer service skills.
- Strong knowledge of mortgage collection and foreclosure laws, regulations, and procedures.
- Sets appropriate parameters for productivity, then holds self and others responsible for obtaining those results.
- Strong interpersonal skills; ability to relate well to a diverse population.
- Ability to communicate effectively with subordinates and superiors to ensure productivity and good work habits.
- Excellent verbal and written communication skills.
- Builds and maintains positive relationships with internal and external constituents.
- Strong organizational skills.
- Strong time management skills; uses time effectively; consistently meets deadlines.
- Ability to effectively work both independently and as part of a team.
- Documents regularly, thoroughly, accurately, and completely.
- Exercises good and consistently fair judgment, courtesy, and tact in dealing with the staff and public in giving and obtaining information.
- Ability to exercise good judgment in evaluating complex situations.
- Excellent problem solving skills.
- Ability to handle frequent procedural change.
- Ability to read and interpret complex program policies and procedures.
- Computer literate; proficient in Microsoft Word, Excel, Outlook, and the internet; able to effectively adapt to and use other computer systems as needed for daily activities.

Special Demands:

The special demands described here are representative of those that must be met by a staff member to successfully perform the essential functions of this job.

- Current, valid driver's license from domicile state and the ability to drive.
- Occasional in-state and out-of-state travel.
- The ability to use a phone headset for long periods of time.
- While performing the duties of this job, the employee is regularly required to sit; stand; use hands to finger, handle or feel; and talk and hear.
- The employee is occasionally required to walk; reach with hands and arms, and stoop, kneel, or crouch.
- Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust focus.

EQUAL OPPORTUNITY/EQUAL ACCESS/AFFIRMATIVE ACTION EMPLOYER

PLEASE VISIT OUR WEBSITE AT WWW.THDA.ORG AND FOLLOW THE ONLINE APPLICATION INSTRUCTIONS

APPLICATION MUST BE COMPLETE AND RESUME ATTACHED FOR CONSIDERATION