

Loan Servicing Officer

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| Department | G&A (Finance) |
| Hours Worked: | Full-Time-37.5 hour per week |
| FLSA Status | Exempt |
| Reports to: | Director of Finance |
| Supervises: | N/A |
| Salary range | 65k-75k |

Job Summary

The Loan Servicing Officer is responsible for the administration of the Agency's loan portfolio across the full loan lifecycle, from onboarding through payoff. Core responsibilities include payment processing, escrow administration, borrower communications, delinquency tracking, portfolio reporting, and related accounting activities. This position works closely with Finance and Accounting staff to ensure loan activity is accurately reflected in the general ledger and financial statements, while also serving as a point of contact for borrower inquiries and servicing needs.

This role is well-suited for a detail-oriented professional with experience in loan servicing who is comfortable supporting accounting functions and contributing to process improvements.

Essential Duties

1. Loan Servicing Operations

- Process and post loan payments accurately and timely.
- Set up and maintain loan records, including new loan onboarding, payment changes, and payoff processing.
- Administer escrow accounts for taxes and insurance, including reconciliations and disbursements.
- Prepare and distribute borrower statements, notices, and servicing correspondence.
- Maintain complete, accurate, and compliant loan servicing files.

2. Borrower Outreach & Delinquency Management

- Monitor delinquent accounts and conduct borrower outreach via phone, email, or mail.
- Assist borrowers in understanding repayment options and, when appropriate, help establish repayment plans.
- Coordinate referrals to financial counseling or other internal resources as needed.
- Track delinquency activity, update borrower information, and perform administrative servicing updates.

3. Backup & Overflow Servicing Support

- Process and post loan payments, including new loan setups and payment adjustments.
- Serve as point of contact for borrower inquiries and generate required servicing letters.
- Manage monthly statement processing and month-end close for loan portfolios.
- Prepare and track all lien discharges and satisfactions.
- Administer and reconcile all escrow accounts (taxes, insurance, etc.).
- Provide accounting support, including Journal entries, cash disbursements/receipts, transfers, and reconciliations related to lending and escrow.

4. Customer & Borrower Support

- Act as an escalation point for complex borrower servicing issues.
- Assist borrowers facing financial hardship, including repayment plans, extensions, or modifications.
- Coordinate with internal teams, external partners, and third-party service providers to resolve servicing matters.

5. Compliance, Controls, & Audit Support

- Ensure loan servicing activities comply with applicable federal and state regulations and internal policies.
- Maintain strong internal controls related to payments, escrows, and borrower accounts.
- Assist with internal and external audits by preparing documentation and supporting corrective actions.

6. Servicing Analytics & Modeling

- Develop and maintain financial and servicing models to monitor portfolio performance, delinquency trends, cash flow patterns, and risk indicators.
- Conduct scenario modeling related to modifications, prepayments, escrow changes, and defaults.
- Produce regular performance and operational efficiency reports for leadership.
- Partner with Finance, Accounting, and Risk teams to ensure servicing data aligns with financial reporting and forecasting.

7. Accounting & Financial Support

- Prepare journal entries related to loan activity, escrows, cash receipts, and disbursements.
- Assist with reconciliations of loan, escrow, and related balance sheet accounts.
- Support month-end close activities for loan portfolios.
- Coordinate with the Senior Accountant and Finance team to research and resolve variances.
- Provide basic portfolio reporting and support cash flow monitoring.

Required Qualifications

- Bachelor's degree in accounting, finance or a related field.
- 3–5 years of experience in loan servicing, mortgage servicing, or a related financial operations role.
- Working knowledge of payment application, escrow administration, and delinquency tracking.
- Proficiency with loan servicing systems and Microsoft Office Suite.
- Excellent communication, problem-solving, and organizational skills.

Preferred Qualifications

- Experience with loan portfolio analysis, financial modeling, or credit risk assessment.
- Familiarity with audit processes and compliance reviews.
- Experience with both consumer and commercial loan servicing.

Skills & Competencies

- Analytical & Modeling Capability

- Regulatory & Policy Compliance
- Operational Excellence & Accuracy
- Customer Service Orientation
- Risk Awareness & Problem-Solving

PHYSICAL DEMANDS & WORK ENVIRONMENT

This is an on-site position at Rochester NY. location. However, occasional accommodations can be made for off-site work, based on situational needs. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; talk; and hear. The employee may occasionally be required to stand, carry, reach, climb, pull, stoop, kneel, crouch, balance and lift and/or move up to 20 pounds. The employee may rarely be required to perform repetitive tasks. Specific vision abilities required by the job include close vision, peripheral vision, and depth perception. The noise level in the work environment is usually moderate.

Apply in confidence by sending your updated Resume to:

kkhan@ncpny.org