Loan Servicing Specialist

Join our growing team working to build stronger communities in Appalachia! Fahe is on a mission to eliminate persistent poverty. Our unique collaborative model connects a Network of local, regional, and national leaders, all working together to uplift our nation’s rural places. Since our inception in 1980, the Fahe Network has served 616,694 people, made $908.2 million in direct investments, and achieved a total cumulative financial impact of over a billion dollars in Appalachia.

**Job Summary:**
This position is responsible for delinquent loan collection work such as inbound/outbound client calls, making payment agreements, reviewing loss mitigation packages, bankruptcy, and assisting with pre-foreclosure maintenance. The position will also be responsible for providing administrative support to the Loan Servicing Department by answering customer service calls, electronic file scanning, assisting clients with payments/information requests, and other loan servicing projects as assigned.

**Essential Duties and Functions:**

- Provide customer service for all types of incoming calls for Loan Servicing
- Monitor and collect payments from delinquent borrowers.
- Handles difficult borrower conversations and/or complex issues for borrowers who are delinquent or in default.
- Monitor property occupancy, performing task such as processing return mail or ordering property preservation work to be complete.
- Assist with bankruptcy, foreclosure, and/or assumptions files.
- Ensure all statements and letters are generated and mailed to borrowers timely.
- Cross-train and serve as back up for other positions within the department
- Work collaboratively with other loan servicing representatives to ensure compliance and sensitive turnaround times are met.

**Requirements for this position include:**

- Problem solving ability
- Proficient in MS Office (Word, Excel, Outlook)
- Basic rules of grammar and business writing
- Basic mathematic principals
- Professional in appearance and demeanor
Preferred Education and Experience:

- Prefer Associate’s Degree or beyond
- 1-2 years of experience in loan servicing or customer service field, preferably work with collections, bankruptcy and/or foreclosure.

For the past four years, our staff nominated Fahe has one of the top 100 Best Places to Work in Kentucky. Fahe is an Equal Opportunity Employer seeking applicants who can bring diverse viewpoints, experience, talents, and culture to promote our organization’s mission of eliminating persistent poverty in Appalachia. We offer a diverse work environment with competitive salaries and excellent benefits. Visit [www.fahe.org](http://www.fahe.org) to learn more about Fahe.

Qualified candidates may submit a resume and cover letter to [hr@fahe.org](mailto:hr@fahe.org) or mail to Fahe/ATTN: Human Resources; 319 Oak Street; Berea, KY 40403.