

## Loan Servicing & Collections Representative

Want to make a difference? Fahe is on a mission to eliminate persistent poverty in Appalachia. 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 more than 375,000 people, made over \$609 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, 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:**

- Customer Service
- Collections
- Processing Mail
- File Maintenance
- Quality Control of Loan Files
- Inspection and BPO Ordering/Monitoring
- Loss Mitigation
- Asset Management

### **Requirements for this position include:**

- Problem solving ability
- Proficient in MS Office (Word, Excel, Outlook)
- Basic rules of grammar and business writing
- Great communications skills (in person, on phone and email)
- Basic mathematic principals
- Professional in appearance and demeanor

**Preferred Education and Experience:**

- Associate's Degree or beyond
- 3+ years of experience in loan servicing, preferably collection work

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) reference Loan Servicing position, or mail to Fahe/ATTN: Human Resources/LS; 319 Oak Street; Berea, KY 40403.