



The Community Development Corporation of Brownsville (CDCB) is a private, 501 (c) 3 non-profit community development organization. CDCB has been providing safe sanitary affordable housing to the residents of the Rio Grande Valley since 1974. CDCB is one of the largest non-profit producers of single-family housing for home ownership in the State of Texas. CDCB is looking to fill the below vacant position:

## **Loan Servicing Clerk**

**Summary:** Responsible for all Mortgage Loan Processing/Servicing for CDCB

### **Duties and Responsibilities:**

- Apply mortgage payments.
- Make aged (delinquent) calls once a week for CDCB mortgage portfolio.
- Print end of month reports.
- Reconcile daily reports for mortgage payments.
- Process escrow checks/payments.
- Work closely with accounting to reconcile daily NR reports.
- Mail out delinquency letters once a week for CDCB mortgage portfolio.
- FHLB monthly collateral report.
- Customer conflict resolution for CDCB.
- Customer service calls for CDCB mortgage portfolio.
- Collection calls for CDCB mortgage portfolio.
- Process escrow analysis yearly.
- Extensive knowledge of Loan Ledger servicing software.
- Produce delinquency reports monthly.
- Prepare & track invoices for annual loan servicing fee & AHLP banks.
- Prepare invoices weekly for escrowed insurance payments.
- Prepare invoices for escrowed tax payments yearly.
- Work closely with financial counselors regarding mortgage clients.
- Work closely with attorney on Bankruptcy/foreclosure/collection files.
- Set up new mortgage loans on LoanLedger servicing software and completing onboarding calls.
- Set up new loan receivable in accounting software MIP.
- Maintain accurate list of all auto debit drafts, including set up forms.
- Other duties as assigned.

### **Knowledge, Skills and Abilities**

- Customer service role with ability to answer phone calls and provide service and support for customers

- Strong organizational skills to meet deadlines, strong work ethic, good written and verbal communication, attention to detail, flexibility to adapt to new situations or challenges, must work well under pressure and has ability to work as part of a team.
- Can demonstrate basic skills within Microsoft Office, with experience in clerical and office procedures
- Can transition quickly between tasks
- Bilingual in both Spanish and English
- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.
- Ability to apply common sense understanding to carry out simple instructions. Ability to deal with standardized situations with only occasional or no variables

If you are interested in applying for this position please forward a copy of your resume to [ksaldana@cdcb.org](mailto:ksaldana@cdcb.org) . Salary will be commensurate with experience. Comprehensive benefit package. Applications will be accepted until position is filled. CDCB is an equal Opportunity Employer.