**Servicing Specialist**



**Loan Servicing**

*Effective: 1/2025*

***Waukesha State Bank Profile****: Waukesha State Bank is one of the largest locally owned and independent community banks in Wisconsin, with 14 full-service offices located throughout Waukesha County. Our strength as a successful and growing financial services provider is rooted in a long-standing commitment to serving the community with a personalized, one-on-one approach to banking and an emphasis on customer service. We provide a broad array of products and services to assist businesses and individuals in achieving long-term financial goals, such as commercial & small business lending, retail banking, residential mortgage lending, investment services and wealth management services. We also have three divisions, Payroll Complete, offering payroll processing services, Prairie Trust, offering trust and estate services, and Waukesha Investments, offering financial and retirement planning services*

**Position Summary:** The Loan Servicing Specialist is responsible for providing excellent, friendly service to internal and external customers of the bank. Various loan servicing tasks will support our existing portfolio of consumer, mortgage, and commercial loans. This position requires strong organizational and technical skills and the ability to maintain a strong working knowledge of regulations and bank policies.

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| Reports To: |  Loan Servicing Manager | Schedule: |  8:00 AM-5:00 PM |
| FLSA Status: |  Non-Exempt | Work Model: |  Onsite |
| Status/Hours: |  Full-Time | Travel Required? |  No |

**Job Duties & Responsibilities**:

**Individual Responsibilities**:

* Providing internal support to Retail, Commercial and Mortgage Loan staff and all bank personnel on loan account questions and issues.
* Providing direct customer service for all customer questions and loan-related situations that arise.
* General Loan Maintenance to the Fiserv system and review to ensure loan information is accurate and complete.
* Yearly maintenance & research to include tracking delinquency of property taxes and escrow processing.
* Review loan related non-post and other exception reports, make corrections and post necessary transactions.
* Scan loan-related documents to ensure records are maintained and accessible.
* Track and monitor all insurance for changes and cancelations and maintain appropriate logs including the force placement of insurance when necessary; charge accounts within the allotted time permitted.

**Team Shared Responsibilities:**

* Prepare property evaluations and zoning checks and order property inspections & update evaluation spreadsheet calculations monthly.
* Perform check back of Secondary market loans between file and Fiserv system.
* Perform all necessary account maintenance to the Fiserv system, track insurance escrow accounts including draw requests and order final inspections.
* Track and ensure all mortgages and titles are compliant after closing for Secondary market loans.
* Perform daily and monthly balancing for Fannie Mae, Freddie Mac, G/L accounts.
* Prepare correspondence for satisfactions and pay-offs and electronically record satisfactions.
* Manage monthly PMI reports, reconcile monthly PMI invoices for payment.
* Send past due notices for secondary market loans.
* Track and process year end filings for purchases, acquisitions, and charge-offs.
* Electronically record vehicle lien releases
* Send appropriate collection and insurance letters to stay in compliance.
* Handle returned ACH loan payments.
* Process charged-off loan items.
* Distribute daily reports & perform other duties as assigned.

**Qualifications & Skills:**

* 1 year of experience in Loan Servicing for Consumer, Mortgage and/or Commercial loans.
* Experience with Fiserv’s Premier (ITI) software program preferred.
* Balancing and reconciliation skills.
* Strong working knowledge of regulations and bank policy and procedure.
* Excellent time management and organization skills with the ability to prioritize and meet deadlines.
* Excellent analytical skills; accuracy and attention-to-detail.
* Ability to work independently and function effectively in a team environment.
* Excellent verbal and written communication and customer service skills
* Strong software and technical skills with proficiency in Microsoft Word and Excel programs.
* Desire to work in community bank environment and always represent WSB in a professional and ethical manner

**Additional Requirements:**

* Employment with Waukesha State Bank is contingent upon successful completion of a criminal background check and drug screen.

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| ***Physical Demands*** | *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 accommodations may be made to enable individuals with disabilities to perform the essential functions.**While performing the duties of this job, the employee is frequently required to sit, talk or hear via phone or in person; and use hands to handle, or touch objects or controls such as a keyboard. The employee is occasionally required to stand or walk. On occasion the incumbent may be required to stoop, bend, kneel or squat. The employee must occasionally lift up to 25 pounds. Specific vision abilities required by this job include close vision, color vision, depth perception, and ability to adjust focus.* |
| ***Work Environment*** | *Only those present in a normal office setting, no known significant hazards.*  |

***The above statement reflects the general details necessary to describe the principal functions of the occupation described and shall not be construed as a detailed description of all the work that may be inherent in the occupation.***

***Internal Use Only:***

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