



## **CUSTOMER SERVICE COORDINATOR**

**APPLICATION DEADLINE IS WEDNESDAY, AUGUST 15, 2018 AT 11:59PM**

**Division:** Mortgage Loan Servicing  
**Reports to:** Senior Loan Servicing Manager  
**Location:** Nashville, TN  
**Full-time/Part-time:** Full-Time  
**Salary Grade:** 32  
**Monthly Salary Range Minimum:** \$3,533  
**FLSA Classification:** Non-exempt (01)

Critical features of this job are described under the headings below. They may be subject to change due to changes in our business processes or other business-related reasons.

**POSITION SUMMARY:** Serves as a lead and Subject Matter Expert for the customer service team; coordinates, analyzes and completes activities relating to customer service and borrower account administration; provides direct communication support, drafting of letters and responses to borrowers. This work requires direct contact with the public, the exercise of good judgment and the application of Tennessee Housing Development Agency (THDA) policies and procedures related to the application of payments, payoff quotes and other general customer service inquiries.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

Essential duties and responsibilities include the following. Other duties may be assigned.

- Serves as a lead and Subject Matter Expert for customer service staff, answering their questions and assisting them in resolving customer issues.
- Drafts letters, correspondence, and emails for use by self and other customer service staff; reviews team member communications for errors.
- Provides quality assurance for customer service functions.
- Provides primary support for error resolution and customer complaint tracking.
- Prepares reports, reviews data and assists management with recommendations to improve service, policy and consistency in operational responses to customers.
- Answers incoming phone calls and responds to customer requests for information on their accounts.
- Makes outgoing calls to customers to attempt to assess reasons for default and make satisfactory arrangements to bring accounts back into a current standing.
- Completes payoff quotes, verifies the accuracy of information and provides quotes to customers.
- Provides assistance with new loan on-boarding and verification of new loan data.
- Provides assistance with mailing letters, forms or other customer contact.
- Provides phone support through the Loan Servicing call center including incoming and outgoing follow up communications.
- Assists customers with web site functionality, password resets, and other requests for account data.
- Maintains and files electronic information to customer accounts with proper noting and documentation.
- Provides assistance with Automated Clearing House (ACH) sign up and notification of account billing statements.
- Provides back up for other Loan Servicing functions.

### **MINIMUM QUALIFICATIONS**

The requirements listed below are representative of the knowledge, skills, and/or abilities required.

#### **Education and Experience:**

- High school diploma or GED, with a 2 year or 4 year high education degree preferred.
- One year of mortgage servicing experience; 3 years or more preferred.
- Telephone customer service experience.

- Successful completion of Mortgage Bankers Association, "Basics of Mortgage Servicing" course preferred.

The above qualifications express the minimum standards of education and/or experience for this position. Other combinations of education and experience, if evaluated as equivalent, may be taken into consideration.

**Knowledge, Skills, Abilities, and Competencies:**

- Excellent customer service skills.
- Excellent telephone etiquette.
- Excellent verbal and written communication skills.
- Ability to accurately enter data into electronic systems.
- Strong interpersonal skills.
- Builds and maintains positive relationships with internal and external constituents.
- Ability to work effectively as part of a team.
- Ability to plan and organize a large workload.
- Maintains high level of confidentiality.
- Strong organizational and time management skills; uses time effectively; consistently meets deadlines.
- Documents regularly, thoroughly, accurately, and completely with a high level of detail.
- Ability to read, follow and interpret instructions, regulations and policies.
- Exercises good and consistently fair judgment, courtesy, and tact in dealing with the staff and public in giving and obtaining information.
- Computer literate; proficient in Microsoft Word, Excel, Outlook, and the internet; able to effectively adapt to and use other computer systems as needed for daily activities.

**Special Demands:**

The special demands described here are representative of those that must be met by a staff member to successfully perform the essential functions of this job.

- The ability to use a phone headset for long periods of time.
- While performing the duties of this job, the employee is regularly required to sit; stand; use hands to finger, handle or feel; and talk and hear.
- The employee is occasionally required to walk; reach with hands and arms, and stoop, kneel, or crouch.
- Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust focus.

**EQUAL OPPORTUNITY/EQUAL ACCESS/AFFIRMATIVE ACTION EMPLOYER**  
**APPLICATION MUST BE COMPLETE AND RESUME ATTACHED FOR CONSIDERATION**  
**PLEASE VISIT OUR WEBSITE AT [WWW.THDA.ORG](http://WWW.THDA.ORG) AND FOLLOW THE ONLINE**  
**APPLICATION INSTRUCTIONS**