TITLE: LOAN SERVICING SPECIALIST- Part-time
REPORTS TO: LOAN SERVICING SUPERVISOR
CLASSIFICATION: NON-EXEMPT
LOCATION: CORPORATE
DATE: 10/30/2025

JOB DESCRIPTION

Summary/Objective

Under the supervision of the Loan Servicing Supervisor, the Loan Servicing Specialist supports growth and customer retention by consistently delivering outstanding service and client support. The Loan Servicing Specialist will provide quality service and solutions to customers regarding their loan account, while maintaining compliance with regards to payments, payoffs, payment history requests and customer inquiries. This multi-functional position requires attention to detail to assist with loan review and loan validation. The Loan Servicing Specialist is a self-motivated individual that is responsible for maintaining the security of all sensitive loan documents in accordance with the policies and practices of First Federal Savings and Loan Association of Lorain.

Essential Functions:

- Process loan payments, payoffs and satisfactions. Prepare and track Mortgage Satisfactions
- Loan maintenance, such as, modifications, extensions and required changes in core processing system
- Ensures payments and payoffs, escrow, insurance and taxes, loan modification processing is completed timely and accurately.
- Prepare loan payoff requests within regulatory timeframe.
- Monitor, prepare and pay insurance and escrow funds as needed.
- Assists with monitoring exception reports from Core System and other internal/external reports.
- Ensure all credit bureau reporting is accurate and addressed within in regulatory timeframe.
- Ensures a high level of customer service both personally, with vendors, builders and customers (internal and external).
- Review new originated and purchased loans in the core system for accuracy
- Review purchased loan payments for accuracy
- Maintain Purchased Loan Document Log to ensure all required documents have been provided by the investor banks.
- Responsible for indexing, rotation and destruction of files and documents per the retention schedule.
- Ensures required documents are secure and readily available when requested.
- Prepares documents / files for auditors (both internal and external)
- Conducts research and retrieval, as requested, using all available technology and equipment.
- Performs miscellaneous duties / projects assigned. Assist in any other Lending Dept tasks, as needed.
- Maintains knowledge of corporate policies and procedures.
- Maintains Compliance with all government regulations including the Bank Secrecy Act and related regulations.

Competencies
- Ethical Practice – Being in accordance with the rules or standards for right conduct or practice; following processes, procedures, policies, laws and regulations that govern the Bank; moral uprightness; honesty
- Integrity –
    - Behavioral: Doing the right thing**;** acknowledge mistakes and demonstrate accountability for actions.
    - Job based: Ensuring accurate data throughout the organization
- Communication –
    - Delivering Messages: Ability to deliver clear and accurate messages across a variety of mediums to audiences of all sizes and backgrounds. Ensures that the delivered message is clear and understood by the listener
    - Listening: Understands information provided by others. Listen actively and to others' views and concerns. Seeks further information to clarify ambiguity.
- Teamwork – Positively, respectfully and openly participates in the collaborative effort of a group to achieve a common goal. Be committed to building an encouraging, caring, and supportive environment. Provide mutual support; be open minded to others' suggestions and contributions.

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. While performing the duties of this job, the employee is occasionally required to stand, walk, sit, use hands to finger, handle, or feel objects, tools or controls, reach with hands and arms, climb stairs, talk to hear. The employee must occasionally lift or move office products and supplies, up to 20 pounds.

Position Type
This is a part-time position, approximately 25-30 hours a week. Business hours of operation and scheduled workdays which may include Saturdays.

Travel
- As required

Required Education and Experience
- Degree in Business Administration, Finance or Accounting preferred
- 3+ years of recent banking experience required; loan operations preferred
- Notary preferred. If not current Notary, will acquire within 90 -120 days
- Strong foundation in consumer and mortgage loans
- Intermediate Microsoft Office skills, particularly Excel and Word
- Proven problem solving, troubleshooting and resolution skills
- Ability to work both independently and in a team environment
- Strong analytical skills and attention to detail

AAP/EEO Statement
First Federal Savings of Lorain is an Equal Opportunity Employer-M/F/Disabled/Vet

Other Duties
Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties

or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice**.**