TITLE: Assistant Vice President-Lending/Servicing
REPORTS TO: Vice President-Residential Lending
CLASSIFICATION: Exempt
LOCATION: Corporate
DATE: November 13, 2026

JOB DESCRIPTION

Summary/Objective

The Assistant Vice President of Lending/Servicing is responsible for administration and efficient daily operations of the loan servicing operations, including loan servicing, collections, and loss mitigation, in accordance with the Bank's objectives, policies and procedures. As leader for the lending department, the AVP-Lending/Servicing must pursue the best experience for the borrowers and employees with thorough product knowledge and an understanding of the borrower's financial needs and must be able to effectively advise employees and recommend the best options to satisfy those needs. The position requires good supervisory and organization skills, the ability to remain focused in a fast-paced environment while managing strict deadlines, and the willingness to be an integral part of a lending team.

Essential Functions:

- Manage a Team of 8-15 employees.
- Understand all aspects of loan escrows including escrow analysis, real estate taxes, homeowners' insurance PMI, and flood insurance.
- Supervises all servicing functions of the bank's loan portfolio.
- Responsible for the timely collection of payments from the bank's loan portfolio
- Manage and execute loss mitigation strategies, bankruptcy and foreclosure processes, and real estate owned maintenance, and be versed in legal and ethical collection strategies and best practices.
- Review financial and collateral data on existing commercial borrower relationships, analyzing risk factors for annual portfolio reviews, compose and communicate analysis based on historic and projected financial information. Translate and interpret financial data from tax returns, compilations, and financial statements.
- Prepare monthly and quarterly loan servicing portfolio analytics, ensuring the information is accurate, meaningful, and appropriate.
- Produce reports for lending staff and management, for example from the core system, loan systems, secondary market.
- Provide and foster a professional, business-like atmosphere.
- Assist and motivate the loan staff in developing and maintaining relationships with business partners, customers, and the community.
- Create and implement policies and procedures for added controls and efficiencies when required.
- Collaborate in improving company policies and procedures.
- Receive and respond to customer inquiries and complaints.
- Maintain current and fluid knowledge of investor and agency guidelines and be willing to adapt to changes quickly and be able to apply that knowledge to current practices.
- Communicate effectively and proactively with others and foster an environment for continuous improvement.
- Collaborate with other departments to identify and implement process improvement strategies.
- Partner with other management members for efficiency and excellent customer service
- Participate and contribute to both internal and external audits.
- Compliance with all government regulations including the Bank Secrecy Act and related regulations

Competencies

- Comprehension of all forms of mortgage-related insurance, escrow management, and credit reporting.
- Versed in secondary market servicing guidelines and best practices, including in collection and loss

mitigation.

- Demonstrate energy and a desire to succeed; follow through on commitments; push self and others to deliver exceptional results.
- Recognize the need for organizational change, and take personal accountability to adapt, and lead others through this change.
- Read, assess, interpret, and draw accurate conclusions from financial and numerical material.
- Aid the organization to understand applicable federal, state, local, investor and company-specific regulations, policies, and guidelines affecting business practices, and facilitate changes.
- Maintain knowledge of and the ability to utilize tools, techniques, and practices for determining the creditworthiness of an application.
- Understand effective communication concepts, tools, and techniques; ability to effectively transmit, receive, and accurately interpret ideas, information, and needs through the application of appropriate communication behaviors.
- Understand banking and accounting regulations as they relate to loan servicing and ensure department compliance.

- 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 –
    a. Behavioral: Doing the right thing**;** acknowledge mistakes and demonstrate accountability for actions;
    b. Job based: Ensuring accurate data throughout the organization
- Communication –
    a. 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.
    b. 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.

Supervisory Responsibility

- Ensure that staff is adhering to company policy and procedures.
- Participate in preparation and dissemination of staff evaluations.
- Train, educate, encourage, and support staff in their daily activities.
- Identify training and development needs of the team.
- Provide guidance and support to servicing staff, including promoting effective strategies through standardization, simplification, and organization.
- Lead efforts to attract, develop, motivate, and retain top talent.
- Coordinate training of new department hires.

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 twenty pounds.

Position Type

This is a full-time position. Business hours of operation and scheduled workdays may include Saturdays.

Travel

- As required

Required Education and Experience

- College degree in finance, business, or related fields
- Minimum of two years of supervisory experience
- Minimum of two years of loan servicing experience
- Experience with a core system, Microsoft Office Suite, financial and other mortgage lending software.
- Become proficient with all bank related systems: Fiserv, Lereta, ClearTouch, MortgageBot, etc.

Desired Qualifications

- Residential Certified Mortgage Servicer (RCMS) / Residential Mortgage Servicer Level I–III Certificates (Offered by the Mortgage Bankers Association)
- Certified Mortgage Servicing Specialist (NAMP-CMSS) (Offered by CampusMortgage)
- Loan Servicing Certificate (Offered by the Center for Financial Training & Education Alliance)
- Mortgage Servicing Compliance Series (Offered via OnCourse Learning)

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.