EDUCATION / EXPERIENCE REQUIREMENTS

- Graduation from a 4-year college or university with major course work in a discipline related to the requirements of the position is preferred. Will consider the equivalent combination of job experience & education that demonstrates the ability to perform the essential functions of this job.
- Understanding of federal and state mortgage servicing requirements, standards and servicing processes preferred.
- Minimum of 1 year experience of mortgage customer service background or customer service experience in a banking or financial services environment preferred. Minimum of 1 year experience of customer service/call center experience considered.

JOB SUMMARY

The Customer Service Representative is responsible for fielding in-bound calls from customers or authorized third parties regarding all mortgage origination, closing, and general servicing questions. The position is also responsible for providing excellent customer service and knowledgeable responses to resolve customer concerns.

ESSENTIAL JOB FUNCTIONS

1. Compares and evaluates possible customer service solutions, and decides which to recommend to customers to best meet their needs and circumstances.
2. Responsible for prompt and accurate response to customer’s mortgage servicing questions and concerns.
3. Assists borrowers with late charge waiver and other loan maintenance requests.
4. Input data and verify information as it pertains to processing telephone draft payments.
5. Provide customers with information about Nationstar products and services to generate additional revenue through cross-sell/up-sell opportunities.
6. Properly document each customer interaction in the servicing system.
7. Perform loan-related mathematical equations.
8. Perform follow-up and research tasks to ensure problem resolution.
9. Adhere to specific scheduling guidelines to ensure proper phone coverage.
10. Adhere to operational controls, including legal, corporate, and regulatory procedures to ensure the safety and security of customer mortgage assets.