

Servicer Communications Analyst – Hardest Hit Fund

The Servicer Communications group handles external interaction with the mortgage servicers that are an integral part of the Hardest Hit Fund program (HHF). In this pivotal role staff members coordinate all communication to facilitate accurate and rapid responses to Illinois homeowners applying for HHF assistance and loan servicers receiving and processing the assistance. Activities of the group include interactions with loan servicers for homeowner closing and payment information, outreach for loan servicer participation, data analysis, systems overview, and troubleshooting of loan servicer and HHF problems. Special emphasis is placed on the understanding of mortgage servicing, data systems and analysis, leadership qualities, collaboration and communication within the HHF department.

Education and Experience Requirements:

- College degree in business, information technology, finance, or social services and/or 3+ years of equivalent working experience.
- Consideration of relevant work experience relates to information technology, accounting, risk and controls, single family real estate, mortgage loan servicing, and/or production operations environment.
- Proficient computer skills including experience in Microsoft Office (Word, Excel, Access, PowerPoint, et al). Knowledge of data base systems.
- Strong analytical skill, including the ability to identify and recommend solutions for customer transaction reporting, data sharing, and accounting. Able to work independently and assume responsibility for transactions and/or project deliverables with minimal supervision.
- Good oral/written communication skills. Ability to convey information in the appropriate style and setting within written and oral communications.
- Must have strong organizational abilities and ability to handle multiple assignments.
- Effective interpersonal skills. Able to build effective relationships with internal and external partners, and suggest workable solutions.
- Willingness to learn business strategies, tactics, and information affecting the business and organization.

Excellent benefits package, including 401 (k); immediate vesting.

To apply, submit your resume to:

https://workforcenow.adp.com/jobs/apply/posting.html?client=ihda&jobId=189990&lang=en_US&source=CC2

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