

## **Position Description**

**Title:** Loss Mitigation Supervisor

**Reports to:** Vice President

**Education/Experience:** Completion of 4 years of college in business administration or related field, with 3 to 5 years experience in mortgage lending, default servicing or equivalent, of which at least 1 year has been in a supervisory capacity.

**Purpose of Position:** This supervisor oversees the daily operations, productivity and employee performance of the loss mitigation team in reinstatement and home retention/disposition options such as modifications, partial claims, formal repayment plans and foreclosure recommendation. FHA, VA and Fannie Mae loss mitigation experience highly preferred.

**Duties & Responsibilities:** (The essential job duties/responsibilities of the position are included in but not limited to the information listed below)

- Supervises personnel and functions related to loss mitigation team. Monitors work flow and individual task assignments; schedules staff to ensure adequate coverage; coaches and cross-trains staff to ensure smooth and efficient operations. Establishes team level and individual goals.
- Aggressively manages team portfolio to ensure all accounts are actively worked on in accordance with investor guidelines, internal guidelines, company timelines and compliance procedures. Develops and implements strategies to target priority accounts, utilize available tools, reduce risk and redefault. Provides feedback to management on issues negatively impacting compliance with regulation.
- Monitors the efficiency and accuracy of team operations; recommends changes and additions to policies and procedures that will improve and expedite level of service. Identifies trends and opportunities to minimize losses, reduce expenses and curtailments and maximize recovery.
- Approves loss mitigation solutions, plans and rejections presented by the team. Reviews, recommends and approves or declines credit decisions and product options to meet deadlines in timely manner.
- Completes and review team reports, letter and forms for accuracy and up-to-date adherence.

- Maintains updated policies and procedures for area. Keeps informed of portfolio changes or investor/insurer updates and takes action required as appropriate. Interacts with preservation and legal areas to ensure assets are protected and monitored as needed.
- Completes applicable performance reviews and makes hiring recommendations to management. Handles disciplinary issues and HR functions in relation to hiring, performance and terminations.
- Assists in investor and mortgage insurer inquiries and audits for default actions; Monitors and maintains all relevant documentation; ensures accuracy, integrity and backup.
- Works to resolve customer problems and complaints referred up by subordinates; intervenes as necessary to ensure the delivery of high quality customer service. Escalates matter as needed.
- Compiles, prepares and produces periodic volume and activity reports as requested by management.
- Performs other related duties as assigned.

**Office Conditions:**

Normal Office Environment

*Working from home not available with this position.*

**Direction of Others:**

Yes, demonstrated supervisory skills needed. Ability to work flexible hours as needed.

**Knowledge and Skills:**

Must demonstrate leadership skills that motivate, model and encourage quality and excellence in staff performance. Exceptional communication and negotiation skills, organization, drive, customer focus, and technological aptitude including computers, spreadsheet and word processing software. Understanding of loss mitigation specifics required and preferred understanding in accounting and legal processes. Must have knowledge of real estate terminology and documents. Requires strong analytical ability to review, recommend and resolve issues and develop policies and procedures.

**Physical Exertion:**

Little or no exertion.