



THE NATIONAL  
BANK OF INDIANAPOLIS

## **The National Bank of Indianapolis** **Job Posting: Mortgage Loan Servicing Manager**

### **A Stable and Growing Employer**

The National Bank of Indianapolis is the largest, locally owned, national bank in greater Indianapolis. Since opening our doors in 1993, we have grown from 18 employees to more than 300 employees. Our strength and success in serving the local market is directly attributable to our talented staff. With greater than 90% staff retention year after year, and with a highly competitive benefit package, our staff enjoy a sense of stability not always experienced in the general work environment. Benefits include but are not limited to: medical/dental/vision/life insurance, vacation, personal time, holidays, tuition reimbursement, 401(k), profit sharing, and wellness benefits.

### **Who We Are Looking For**

The National Bank of Indianapolis has assembled our talented staff by hiring only the best, whether highly experienced professionals or those just entering the workforce. We are looking for those who are committed to delivering superior service to our clients and superior teamwork to their co-workers. Along with the relevant knowledge and experience, The National Bank of Indianapolis requires its employees to have both a high degree of professionalism and a commitment to excellence.

### **How to Apply**

To express interest in an open position at the Bank, please email your resume to [Resumes@NBofI.com](mailto:Resumes@NBofI.com) or call 317/261-3271.

**We invite you to learn more about The National Bank of Indianapolis at**  
<http://nbofi.com/careers.php>

**The National Bank of Indianapolis is an Equal Opportunity Employer**  
**(Minority/Female/Disability/Veteran)**



## **JOB POSTING**

### **Position: Mortgage Loan Servicing Manager**

**Purpose of Position:** Responsible for managing the operations and staff of Mortgage Loan Servicing. Independent judgment is required in order to plan, prioritize, and organize diverse workload. Work is performed independently with little or no supervision. The incumbent provides the highest quality of service to every customer.

#### **Essential Functions:**

- ◆ Manage operations by providing direction; monitoring processes, procedures and output; assisting employees and resolving problems; managing reporting and queries; and otherwise ensuring accuracy of mortgage loan servicing
- ◆ Collaborate with the department manager and vendors to ensure effective communications, quality operations, timely implementation of strategic upgrades, and adequate training of staff
- ◆ Assist the department manager with strategic oversight of research, planning, design, development and implementation of new mortgage servicing products and services
- ◆ Proactively evaluate, research, plan and implement operational efficiencies, working collaboratively to ensure smooth transitions
- ◆ Review and approve general ledger account reconciliations
- ◆ Prepare monthly management reports
- ◆ Manage and perform escrow maintenance and annual analysis
- ◆ Assist management in remediation of internal, external and regulatory audit findings
- ◆ Recruit, hire, assign jobs, promote, conduct performance appraisals, counsel, discipline and terminate employees; mentor and coach employees in performance management, skill development and personal growth
- ◆ Stay informed and implement required changes specific to mortgage servicing area on bank systems
- ◆ Provide assistance to clients by phone, email or in person regarding inquiries related to their mortgage loan
- ◆ Initiate interest rate changes, principal and/or interest payment changes, reserve requirement changes, or other loan related system changes according to specific loan documentation and/or investor requirements
- ◆ Provide superior service when interacting with clients, vendors and internal colleagues
- ◆ Review, create, and implement comprehensive and consistent departmental procedures
- ◆ Comply with all banking regulations and our own Bank policies and objectives

#### **Requirements:**

- ◆ College degree or equivalent years of experience in related industry
- ◆ Knowledge of mortgage loan servicing requirements, as evidenced by at least five years mortgage loan servicing experience; strong escrow and compliance knowledge required; understanding of investor accounting helpful
- ◆ Demonstrated ability to manage and mentor staff, with two years prior direct management or supervisory experience preferred
- ◆ Proven problem solving skills, with the ability to think critically and strategically, evaluate needs, and develop a plan of action with well-reasoned logic
- ◆ High degree of accuracy and attention to detail
- ◆ Proven ability to effectively organize and prioritize tasks, and manage projects
- ◆ Demonstrated ability to evaluate, plan and implement process efficiencies
- ◆ Experience with and strong working knowledge of various mortgage servicing platforms and Microsoft Office suite of products, including intermediate skill level in Excel
- ◆ Excellent customer service skills, with strong emphasis placed on responsiveness
- ◆ Proven interpersonal and communication skills (written and verbal), exhibiting a high degree of professionalism

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For more information, please call Human Resources at 317-261-3271.