



The National Bank of Indianapolis
Job Posting: Mortgage Servicing Specialist

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 330 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 coworkers. 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 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)





THE NATIONAL
BANK OF INDIANAPOLIS

JOB POSTING

Mortgage Servicing Specialist

Purpose of Position:

Working as part of the mortgage servicing team, the incumbent performs a full range of mortgage loan servicing responsibilities for residential first mortgage liens, ensuring that clients receive the highest level of service. Independent judgment is required in order to plan, prioritize and organize diverse workload.

Essential Functions:

- ◆ Provides assistance to clients by phone, email and in person regarding mortgage loan accounts
- ◆ Provides superior service when interacting with clients, vendors and internal colleagues
- ◆ Assists with annual escrow analysis and resolves irregularities; may reanalyze accounts to reflect change in circumstance or escrow cancellation
- ◆ Provides critical back-up for post-closing functions
- ◆ Prepares monthly and annual notices as required
- ◆ Processes loan payments and payoffs; monitors loan posting journal and suspense balances and contributes to daily/monthly mortgage-related general ledger account reconciliation
- ◆ Performs all aspects of imaging and records management
- ◆ Complies with all banking regulations and our own Bank policies and objectives

Other essential functions as assigned:

- ◆ Serves as primary backup for investor servicing, including reporting/remitting investor funds according to FNMA/FHLB servicing guidelines and reconciling investor accounts on a monthly basis
- ◆ Serves as primary backup for delinquent account management; handles client inquiries and prepares loss mitigation documentation
- ◆ Performs all tasks related to hazard, flood, forced place and mortgage insurance, including processing loss draft insurance funds as appropriate
- ◆ Performs all tasks related to property tax payments, including completing annual non-escrow tax payment verifications
- ◆ Performs credit bureau corrections and manages disputes as needed

Requirements:

- ◆ High school diploma or equivalent; some college and/or a college degree is preferred
- ◆ A minimum of three years mortgage servicing experience; experience with escrow management and/or investor servicing preferred
- ◆ High level of computer proficiency; familiarity with mortgage software/programs preferred
- ◆ High degree of accuracy and attention to detail, with the proven ability to perform effectively in a deadline-driven role
- ◆ Ability to interpret, analyze data and problem solve
- ◆ Self-directed, with the proven ability to effectively organize and prioritize tasks
- ◆ Proven verbal and written communication skills
- ◆ Excellent interpersonal and customer service skills, exhibiting a high degree of professionalism

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