

Location: Newtown, CT

Are you ready to take your loan servicing experience to the next stage and advance your career? Newtown Savings Bank is seeking an individual experienced with collateral tracking, insurances, and knowledge of state and federal laws and regulations to join our team as a **Loan Servicing Supervisor – Collateral Tracking & Escrow**. The position supervises all collateral tracking, and related staff functions including the payment of real estate taxes as well any type of escrowed expense. Ensures that the work is processed within department standards and meets regulatory requirements. Participates in updating and challenging the department procedures.

PRIMARY RESPONSIBILITIES

- Supervise and direct the activities of staff to ensure taxes, hazard insurance, flood insurance, condo fees, mortgage insurance, credit life and disability are paid timely.
- Oversee the annual escrow analysis process, ensuring state and federal regulatory requirements are met. Order annual escrow statements; analyze overages and shortages and/or deficiencies for all escrow accounts.
- Supervise collateral tracking; vehicle titles, flood and hazard cancellation notices and placement/removal of force-placed insurances. Ensure regulatory requirements are met. Prepare a monthly report of outstanding items for management.
- Monitor all collateral securing loans for unpaid taxes and insurances, as well as, master policies for Condominiums and Planned Unit Developments.
- Assist Asset Recovery, running escrow analyses for loan modifications. Communicate potential collection problems/issues due to payment of delinquent taxes.
- Responsible for the review of all flood worksheets prior to loan closing. Monitor and maintain sufficient coverage throughout the life of the loan ensuring current regulatory guidelines are met.
- Oversee the monthly notification of tax collectors for additions and deletions to loan escrow accounts.
- Oversee the monthly MILAR report to the Private Mortgage Insurance Companies.
- Oversee the quarterly review of military status for loans coded for active military members according to SCRA and MLA regulations.
- Responsible for adjustable mortgage rate change verification and customer notification.
- Responsible for monitoring Private Mortgage Insurance (PMI) cancelations and the production of new escrow analyses.
- Review several Jack Henry reports on a daily basis.

- In conjunction with other supervisors prioritize workflow and improve processes.
- Keep up-to-date on rules and regulations related to assigned functions and recommend updates as needed.
- Assist staff with sensitive customer issues, professionally problem-solve and determination a resolution for both the customer and the Bank.
- Assist with internal and external audits as needed.
- Assist with year-end tasks and the Jack Henry annual release as necessary.
- Assist with project management for new products, procedures, reports and staff training.
- Oversee the escrow real estate tax process. Responsible for uploading current tax files into the Bank's core system (Jack Henry), oversee the quarterly disbursements of real estate taxes and electronic files to each town.
- Conduct at least 2 monthly department meetings with staff to discuss workflow, improve procedures and new technologies or systems.
- Oversee the daily and monthly reconciliation of specified general ledger accounts and the generation of assigned management reports. Ensure the accuracy and timely completion of reports assigned to their staff.
- Establish SMART goals, perform quarterly goal assessment and annual performance evaluations of direct reports, coach and motivate, recommend personnel actions and ensure that assigned tasks are completed within required timeframe.

POSITION REQUIREMENTS

Bachelor's degree and 4-7 years equivalent experience.

Knowledge and understanding of all aspects of loan collateral tracking, insurances and knowledge of state and federal laws and regulations.

Basic knowledge of Microsoft Office and the Encompass LOS system is a plus.

The candidate requires 2-4 years managerial experience, strong leadership, communication and organizational skills with the ability to work well under pressure.

This job requires considerable interaction with customers.

Ability to multiple task and prioritize work to ensure timely closings and customer experiences.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Any physical demands or work conditions described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable

accommodations may be made to enable individuals with disabilities to perform the essential functions.

Full time employees also receive a complete benefit package including a generous 401(k), medical benefits, paid time off, and short- and long-term disability programs.

For immediate consideration, please complete our online application:
www.nsbonline.com/careers

Newtown Savings Bank is an equal opportunity and affirmative action employer regardless of race, gender, disability status, protected veteran status. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, age, marital status, national origin/ancestry, sexual orientation, gender identity, disability status, protected veteran status, or any other legally protected status.