

DEFAULT MANAGEMENT

Essential Functions

- Overall responsibility for a function or departments within the Special Assets Loan Administration Group
- Manages all special assets to highest/best outcome (including resolution, refinance, reinstatement, forbearance, foreclosure, bankruptcy, loss mitigation, liquidation, etc.)
- Manages team members to achieve such outcomes
- Responsible for internal and external compliance within all areas of Special Asset Servicing
- Establishes regular operational reporting that identifies gaps in attaining required service levels
- Places controls and risk procedures in place to mitigate errors
- Drives the development and analysis of data to identify trends and determine root cause servicing issues; utilizes data to facilitate process implement initiatives
- Generates new ideas, recognizes the need for new or modified approaches; brings perspectives and approaches together to improve practices
- Assures contractual client service standards are achieved or exceeded on a monthly basis
- Manages all Default system and enhancements associated with mortgage-servicing platform
- Oversees policy and procedure development and enhancement within Default
- Responds to client issues as needed
- Develops and prepares annual budgets and monitors monthly expenses; initiates controls to maintain expenses within budget
- Facilitates long-term planning, plan creation, and execution based on changing business and market environment
- Establishes business goals in partnership with senior management for overall function and departments
- Measures and monitors key functional performance measures by department, to increase income, and improve service levels
- Works with managers to develop and monitor individual and departmental goals and provides effective feedback and guidance on a regular basis; holds managers accountable for meeting established goals
- Develops and maintains staff planning forecast to recruit, develop and retain a cohesive Default support structure that motivates and builds a superior Default team
- Administers staff performance and leads effective performance management and professional talent development across all respective departments
- Ensures all activities are in accordance with company and regulatory risk and compliance requirements
- Appropriately assess risk when business decisions are made, including but not limited to compliance and operational risk.

Job Description - Default Manager

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Activities, duties and responsibilities may change at any time with or without notice.

Competencies/Skills

- Progressive experience and significant exposure to all default areas of loan servicing including Collections, Loss Mitigation, Foreclosure, Bankruptcy, REO, Claims and Default Compliance
- Strong analytical/financial analysis skills
- Demonstrated success implementing technological solutions to improve productivity, increase customer service levels, or expand capacity
- Strong leadership skills to inspire outstanding performance through collaboration
- Strong customer service skills to effectively execute the strategic goals and mission of Cenlar, while demonstrating Key Success Factors
- Strong attention to detail with the ability to stay organized and problem solve in a fast-paced environment
- Ability to articulate issues, problem solve and analyze with creative and outside of the box thinking
- Strong communication skills (written and verbal) with internal and external partners; ability to convey findings in a concise and comprehensive manner
- Effective organization and time management skills
- Capability to build trusting relationships internally and externally and elicit confidence by demonstrating reliability
- Strong team player with the ability to work effectively in a cooperative and diverse environment
- Capacity to analyze processes, support change and think operationally and strategically to achieve business goals
- Advanced use of Microsoft Office Suite

Education and Experience

- Bachelor's degree or equivalent experience
- 7+ years of experience in mortgage operations including loan administration, loan asset management, loss mitigation, mortgage servicing or mortgage banking

Accessibility:

- At Archwest, we will make reasonable accommodations to enable individuals with disabilities to perform essential functions. Please just let us know by contacting us at careers@archwestcapital.com

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