

**INVESTOR REPORTING COORDINATOR**  
**APPLICATION DEADLINE IS WEDNESDAY, MAY 1, 2024 AT 11:59PM**

**Division:** Mortgage Loan Servicing  
**Reports to:** Assistant Director Mortgage Loan Servicing  
**Location:** Nashville, TN  
**Full-time/Part-time:** Full-Time  
**Salary Grade:** M  
**Monthly Salary Range Minimum:** \$4,975  
**FLSA Classification:** Exempt (03)

Critical features of this job are described under the headings below. They may be subject to change due to changes in our business processes or other business-related reasons.

**POSITION SUMMARY:** Serves as a lead and Subject Matter Expert for investor reporting activities; handles the monthly reporting cycle and close out of Investor Reporting systems; coordinates, analyzes and administers functions relating to the reconciliation of the Tennessee Housing Development Agency ("THDA") loan portfolio and Volunteer Mortgage Loan Servicing ("VMLS") monthly to include reconciliation of servicing reports, balances and investor pooled loans.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

Essential duties and responsibilities include the following. Other duties may be assigned.

- Serves as a Subject Matter Expert for investor reporting activities, answering questions, and resolving issues.
- Stays current on all Freddie Mac, GNMA, and FNMA rules, regulations, processes and procedures. Attends monthly agency webinars and trainings and provides feedback to management.
- Works closely with Capital Markets, Loan Originations, and Business Analyst for the timely transfer to investor.
- Under general oversight of the manager, delegates routine work assignments to payments staff.
- Coordinates the completion of monthly investor reporting cycles and verifies that all reports are completed within defined time frames.
- Reconciles, verifies and balances loan servicing reports against monthly activity and prior month reports within defined time frames.
- Completes the balancing of payment groups, mortgage payoffs and other activities on a daily and monthly basis as required and within defined time frames.
- Reconciles individual investor reports and prepares remittance requests.
- Performs quality control verification of the proper set up of new loans including the principal balances, Principle and Interest (P&I), interest rates and maturity terms for proper amortization.
- Verifies the prepayment of loans, payoffs, curtailments and other changes that would impact the outstanding balances at the end of a period.
- Reviews corporate advances for regulatory, insurer, and investor compliance.
- Coordinates the completion of monthly reports and information on the performance of the portfolio.
- Maintains and files electronic information to customer accounts with proper noting and documentation.
- Provides phone support through the Loan Servicing call center, including incoming and outgoing follow up communications.
- Makes outgoing calls to customers attempting to assess reasons for default and makes satisfactory arrangements to bring accounts back into a current standing.
- Assists with error resolution and customer complaint tracking.
- Provides back up for other Loan Servicing functions.

**MINIMUM QUALIFICATIONS**

The requirements listed below are representative of the knowledge, skills, and/or abilities required.

**Education and Experience:**

- High school diploma or GED required; Bachelor degree in related field such as Accounting or Business Finance preferred.
- Minimum of three years of experience in accounting, with accounting experience in the mortgage industry preferred.
- One year of GNMA, FNMA, and/or Freddie Mac reporting experience preferred.

The above qualifications express the minimum standards of education and/or experience for this position. Other combinations of education and experience, if evaluated as equivalent, may be taken into consideration.

**Knowledge, Skills, Abilities, and Competencies:**

- Knowledge of accounting concepts.
- Advanced Excel competency.
- Excellent math skills.
- Excellent customer service skills.
- Excellent telephone etiquette.
- Excellent verbal and written communication skills.
- Ability to accurately enter data into electronic systems.
- Strong interpersonal skills.
- Builds and maintains positive relationships with internal and external constituents.
- Ability to work effectively as part of a team.
- Ability to plan and organize a large workload.
- Ability to exercise good judgment in evaluating complex situations.
- Ability to adjust to frequent procedural changes.
- Maintains a high level of confidentiality.
- Strong organizational and time management skills; uses time effectively; consistently meets deadlines.
- Documents regularly, thoroughly, accurately, and completely with a high level of detail.
- Ability to read, follow and interpret instructions, regulations and policies.
- Exercises good and consistently fair judgment, courtesy, and tact in dealing with the staff and public in giving and obtaining information.
- Computer literate; proficient in Microsoft Word, Excel, Outlook, and the internet; able to effectively adapt to and use other computer systems as needed for daily activities.

**Special Demands:**

The special demands described here are representative of those that must be met by a staff member to successfully perform the essential functions of this job.

- The ability to use a phone headset for long periods of time.
- The ability to sit at a workstation for long periods of time and focus on detailed computer data.
- While performing the duties of this job, the employee is regularly required to sit; stand; use hands to finger, handle or feel; and talk and hear.
- The employee is occasionally required to walk; reach with hands and arms, and stoop, kneel, or crouch.
- Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust focus.

**BENEFITS:** THDA offers an excellent benefits package: medical, dental, vision, and life insurance options; disability insurance; retirement plans; flexible benefit pre-tax accounts for medical, dependent care, transportation, and parking; annual leave and sick leave that begin accruing after the first month of employment; and 11 paid holidays per year. We also offer work-life balance opportunities through alternative work schedules, flexible schedules, and telecommuting.

**EQUAL OPPORTUNITY/EQUAL ACCESS/AFFIRMATIVE ACTION EMPLOYER**