



Position: Loan Escrow Specialist – Full Time

Location: Queenstown, MD

Posting Date: September 3, 2020

General Summary

The Loan Escrow Specialist is responsible for maintaining and servicing time sensitive non-escrowed insurance and escrow processes for new and existing mortgage, consumer, and commercial loans.

Primary Duties and Responsibilities

- Responsible for reviewing, tracking, and monitoring all Insurance Processes. Including, high -level reviews, tracking and monitoring hazard, flood, and other collateral insurance.
- Responsible for the escrow workflow, which includes administration and comprehensive reviewing of all escrow accounts.
- Review the following escrow reports: Daily Escrow Loan Report, Escrow Forecast Report.
- Review Voluntary Additional Escrow Affidavits.
- Process escrow earnings.
- Generate/Review/Issue Annual Escrow Analysis Statements and prepare cover letters.
- Ability to explain escrow information and statements to internal and external customers and perform in high-pressure customer service situations.
- Appraisal Reconcilements
- Scanning, verifying, and uploading documents into our database as well as updating ticklers and notes.
- Respond to customer inquiries as appropriate.

Knowledge, Skills and Abilities

- Two to four years of escrow processing or similar insurance processing experience.
- Superior customer service skills.
- Proficient in Microsoft Office Programs (Word, Excel, Outlook).
- Thorough knowledge of State and Federal mortgage regulations to maintain loan file compliance specifically Hazard, Flood, Forced Placed Insurance and Escrow Regulations.
- Detail-oriented with strong organizational, problem-solving, and analytical skills.
- Ability to manage effectively and efficiently multitask duties.
- Ability to manage priorities and workflow.
- Proven ability to handle multiple projects and meet deadlines.
- Excellent written and oral communication skills.

Physical Requirements

- Mobility sufficient to perform activities required of position, including travel to customer locations and seminars.
- Manual dexterity for the functional operation of office equipment such as computers, calculators, etc.