

Overview:

As a member of Servicing Operations team, the Servicing Associate is primarily responsible for the daily functions of a portfolio of US-based commercial real estate loans.

Vacancy Reference Number: MSMS 2022-028

Location: Atlanta

Job Description:

Business Area: Servicing & Treasury Operations	Review Date: 13 April 2022
Functional Title: Associate, Servicing	Corporate Title: Associate
Ultimate Reporting Line: Director, Servicing & Treasury Operations	
Who will cover the role when the individual is absent from the office: Senior Associate, Servicing	
<p>Core Responsibilities</p> <ul style="list-style-type: none"> • Timely and accurately service a portfolio of commercial real estate loans in accordance with Mount Street policy and procedures and adhering to best practices for commercial loan servicing • Daily servicing duties may include, but are not limited to: <ol style="list-style-type: none"> a. Board new loans accurately, timely, and according to Mount Street’s boarding protocol; b. Identify, post and reconcile daily loan activity; c. Review monthly billing statements to ensure accuracy and deliver to client/borrowers prior to payment due dates; d. Process transactions for incoming and outgoing funds on loan servicing system; e. Prepare payoff quotes to clients/borrowers within the required delivery time; f. Complete request for audit confirmations; g. Monitor and complete servicing related workflow requests; h. Confirm calculations of default and deferred interest per loan document requirements. • Serve as contact/liaison for customers and clients with loan level questions/inquiries • Work collaboratively with colleagues in Asset Management to ensure loans are serviced in accordance with the Servicing Agreement, the client’s wishes, and best practices for the servicing industry • Maintain ongoing knowledge of current practices, procedures, and policies. Particularly where actions are auditable or support a key process, retain back up for servicing actions and decisions • Offer project support to Mount Street initiatives as needed and where capacity allows 	
<p>Skills and Competencies</p> <ul style="list-style-type: none"> • 2+ years’ experience in commercial real estate loan administration and/or servicing industry; • Bachelor’s Degree in accounting, finance, business administration, real estate or equivalent experience; • Knowledge of commercial real estate loan documents and terminology preferred; • Understanding of general commercial loan servicing standards and practices preferred; • Strong professional communication skills, both verbal and written; ability to effectively interact with all levels of the organization from entry level positions to executive management; • High-quality interpersonal skills; ability to build effective relationships throughout the organization and to represent the firm with distinction externally; • Strong customer service orientation; excellent decision-making, problem solving and organizational skills with meticulous attention to detail; 	

- Ability to self-direct activities in pursuit of functional and personal goals yet quickly identify when something needs to be escalated within the organization;
- Sense of urgency, ability to prioritize short-term actions against long term goals in a fast-paced, ever-changing environment;
- Strong computer skills with emphasis on Microsoft Excel, Word, and Outlook and ability to learn new systems or other software as implemented;
- Working knowledge of McCracken's Strategy loan servicing system preferred.

Essential Approved Persons examinations (i.e. FSA, CFA):

N/A

Professional Examinations required (i.e. ACCA):

N/A

Other skills required, essential or desired (e.g. Languages):

Good English language skills

Please note that to ensure compliance with DSGVO/GDPR it is essential for ALL CV's received for prospective candidates who are not appointed MUST be deleted and not saved. If a CV is forwarded onto a colleague please advise them of this rule and please delete the sent email from your history also.

Mount Street are committed to a diverse and inclusive workforce which truly represents the environments in which we live and work. Through this diverse team we are able to grow, learn and understand better individual differences, life experiences, knowledge and expertise. Our employees invest in the work they do and Mount Street invests in them. When recruiting for our team, we openly welcome all candidates and their unique contributions irrespective of education, culture, ethnicity, race, sex, gender identity and expression, age, colour, religion, disability, sexual orientation, beliefs or any other personal characteristic.