

Loan Servicing Specialist I

Summary:

Reconcile and monitor Reverse Mortgage servicer reports throughout the month to ensure accuracy between Silvergate and servicer. Reconcile month end servicer report to Silvergate's records making any necessary adjustments to the loan/general ledger. Prepare a monthly Reverse Mortgage Loan Roll Forward and Loan Sales Roll forward reports for Accounting.

Responsibilities:

- Process and review transfers in MERS system as well as monitor ongoing MERS transactions. Review daily MERS exception reports and distribute to appropriate department for review. Perform monthly audits of information in MERS system to ensure accuracy at all times. Assist in annual third party MERS Audit as needed.
- Process Servicer Remittance Reports, posting payments in system and making any corresponding journal entries to the general ledger.
- Process all loan payments for loans serviced by Silvergate as well as others (servicer remittances).
- Complete boarding worksheets and system boarding on new Forward and SFR loan pool purchases including general ledger entries/accounting functions associated with purchases. Complete subservicer (DMI) data spreadsheet and upload data and loan documents to DMI for subservicing. Review next day reports of loans boarded by DMI for accuracy.
- Reconcile and monitor third party insurance vendor, Allied (fka Kesler). Provide evidence of insurance on new loans and provide listing of all paid off loans on a monthly basis. Assist with obtaining insurance from agents when necessary.
- Answer phone calls and emails, responding to inquiries from borrowers or other customers.
- Serve as backup to process periodic improvement and or interest reserve advances on the loan level in the system.
- Obtain and organize requested loan information needed for ongoing internal audits as well as external audits.
- Assist with special projects as needed by management

- Maintain current knowledge of all federal and state laws and regulations, along with the Bank's policies and procedures.

Qualified applicants may submit a resume via e-mail to jobs@silvergatebank.com or by fax to 858-362-6337 (Secure HR fax).

About Silvergate Bank

Silvergate Bank is dedicated to providing the highest level of personal service to our customers. A commitment to customized banking solutions that satisfy both current and long-term needs is redefining the way our bank partners with companies and individuals. We offer an excellent working environment. EEO/AA/Disability/Protected Veteran employer.