



# Loan Servicing Specialist

## Position Overview

The Loan Servicing Specialist is responsible for key administrative functions that ensure accurate, compliant, and well-organized loan servicing operations. This role requires an individual who can work independently, manage detailed information, and apply analytical thinking to numerical and financial data. Working collaboratively with internal staff and external partners, this role supports responsible stewardship of the organization's housing loan portfolio and mission-driven lending activities.

The position is a full-time, hybrid position and will report to the Senior Financial Manager - Asset Management.

## Primary Responsibilities

### Loan Servicing

- **Loan Invoicing:** Generate, review, and send monthly loan invoices to ensure accurate and timely loan payments.
- **Payment Tracking:** Monitor loan delinquency report, communicate with borrowers on payment status and elevate as needed.
- **Loan Systems Review & Maintenance:** Review loan documents against loan management software for accuracy. Update borrower and loan system records, as necessary.
- **Generate Reports:** Generate weekly, monthly, quarterly and annual loan system reports needed for loan lifecycle maintenance and review with Senior Financial Manager.
- **External Communication:** Primary point of contact for borrower loan servicing inquiries, escalating as necessary to appropriate staff.
- **Internal Coordination:** Reconcile transactions in loan management software with Finance team. Coordinate with Lending team during construction draws to ensure invoices and loan management software are updated and accurate.

### Loan Portfolio Maintenance and Compliance

- **Collect and Monitor Borrower Insurance:** Perform initial review of insurance for compliance with GMHF requirements and elevate as needed.
- **Loan File Maintenance:** Ensure all collected documents are filed appropriately and follow GMHF's record retention policy.
- **Collect Required Borrower Financial Statements**
- **Monitor Borrower Compliance with Real Estate Tax Payments**
- **Maintain and monitor UCC filings**



## Business Unit Support

- **Coordination of Asset Management Workflows:** Maintain tracking systems for loan reporting, compliance, and monitoring. Communicate due dates with appropriate staff and track completion status.
- **Maintain Asset Management Email Inbox**
- **Generate Lending Partnership Activity Reports**
- **Audit Support:** Coordinate with finance team members to complete asset management related tasks for internal financial audits and third-party reviews. Complete external audit confirmation requests for borrowers.

Other duties as assigned.

## Qualifications

- Associate's degree in accounting, business, banking, asset management or related field; 1-3 years of experience in same fields, education-experience equivalency considered
- Proficiency in Microsoft Office products, esp. Excel
- Strong customer service skills
- Organized, detail-oriented and able to work independently
- Strong analytical and problem-solving capabilities
- Accurate with numerical and financial information
- Ability to exercise discretion and maintain confidentiality

## Compensation & Benefits

The salary range for this role is \$70,000-80,000 DOQ

Comprehensive benefits package including:

- Medical/Dental Insurance
- Life/Optional Life Insurance
- Short- and Long-Term Disability
- Flexible Spending Accounts
- Paid Holidays, Vacation, Sick, and other leave
- Flexible hybrid work schedule
- Collaborative work environment

## About Greater Minnesota Housing Fund

GMHF is both a non-profit housing intermediary, charged with identifying and responding to gaps in the affordable housing “ecosystem”, and the State’s largest affordable housing-focused [Certified Community Development Financial Institution \(CDFI\)](#). GMHF supports the development of strong communities and affordable homes for all Minnesotans through access to low-cost capital, effective partnerships, and innovative solutions to local housing needs. GMHF strategic investments include directly funding affordable housing projects, providing



technical support to local communities and businesses, linking projects with financial resources, securing additional resources for affordable housing, and using research and program development activities to identify new and innovative ways of increasing affordable housing production.

We are an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to disability or status as a protected veteran.

### **Contact**

The position will be posted until filled. If you would like to be considered for this employment opportunity, please send an e-mail with resume (cover letter optional) to:

Nikki Mohs  
Senior Financial Manager - Asset Management.  
nmohs@gmhf.com