

Loan Servicing Associate

Burlingame, CA – Loan Servicing Department

Job Summary

This position is focused on supporting a Portfolio Management team in the servicing of commercial real estate loans out of our corporate headquarters in Burlingame, CA. The Real Estate Associate will assist our Portfolio Manager and Analysts and will have the opportunity to be involved in every stage of the servicing process. This position offers an outstanding opportunity to learn the commercial real estate finance business and could lead to future growth opportunities with the firm.

Slatt Capital is a long-standing privately held and respected institution with more than 47 years of experience in commercial mortgage banking. Slatt Capital has diverse correspondent network with several of the most prestigious lenders in the country, providing custom-tailored solutions for borrowers' needs.

Description:

- Assist Portfolio Managers with the review of annual site inspections.
- Interact professionally with internal closing and loan origination personnel and externally with borrowers, correspondent lenders, and third-party service providers. Review and resolve a variety of customer problems/issues regarding loan service requests.
- Participate in weekly meetings with Closing and Servicing professionals to discuss deadlines, new client needs, and new projects.
- Help maintain databases used to manage loan servicing needs and service requests by Borrowers and Lenders.
- Provide analytical support on a wide variety of assignments including abstracting loan and lease documents, research, financial modeling, borrower credit review and preparation of loan briefs for lender review.
- Interact with customers and business partners and answer technical questions about the status and handling of customer accounts while maintaining a high degree of courtesy and professionalism.
- Enter new loans into loan servicing database by abstracting data from closing documentation. Complete Internal Quality control checklist for each new loan.
- Track/monitor progress of each new loan transferred from Closing to Servicing.
- Draft up welcome letters for Portfolio managers.
- Set up and monitor loan and financial ticklers to ensure accuracy and timeliness.
- Organize, maintain and protect physical loan files and electronic data. Strictly observe data security protocols at all times.
- Monitor existing loans to ensure complete conformity with terms. Follow up with customer to obtain all necessary information and clarification on financial analysis materials and resources.
- Assist in quarterly and year-end reporting.
- Maintain files with sufficient documentation for third-party review and prepares files for timely audits.
- Continually provides and receives cross-training in multiple functional areas within loan servicing in order to provide support wherever and whenever needed in a dynamic, energetic and demanding environment.
- Treat people with respect; keeps commitments; inspires the trust of others; works ethically and with integrity; upholds organizational values; accepts responsibility for own actions.
- Follow policies and procedures; completes tasks correctly and on time; supports the company's goals and values.
- Have a strong working knowledge of Microsoft Word and Excel.
- Perform other duties as assigned.

Salary & Hours:

- M-F: 8.30a.m. - 5.30p.m. (Full Time); Some Traveling Involved.