Servicing Loan Administrator

Dwight Capital is a leader in commercial real estate finance and is one of the largest FHA/HUD lenders in on multifamily and healthcare properties in the United States. Our range of services include commercial lending across a variety of platforms such as CLO, USDA, Bridge, Mezzanine, and Preferred-Equity for both stabilized and new-construction properties.

Dwight is seeking a team player who has a "no job too big or too small" attitude. A proactive thinker with a can-do mentality who is ambitious and intuitive will prove successful. Dwight is looking for an individual who takes pride in their work and flourishes in a fast-paced environment. Must have the ability to manage time wisely, follow up, and communicate status of projects. Our ideal candidate will take direction from the Executive Management team well, offer creative and prompt solutions to issues, and provide meticulous attention to detail.

Role & Responsibilities

- General daily activities
    - Fielding borrower requests, researching, monitoring significant events, uploading documents, monitoring emails and phone lines
    - Maintaining loan data in Enterprise! database
    - Establishing and maintaining relationships with borrowers in assigned portfolio of loans
    - Work closely with other Servicing team members, Closing, Investor Accounting and Asset Management teams
    - Assist Dwight Capital Origination and Underwriting teams as requested
- Transaction processing including disbursements for insurance and taxes
- Onboarding assigned newly closed loans to Enterprise!, inclusive of taxes and insurance coverages
- Draft and send Welcome emails to newly closing loan Borrowers inclusive of relative documents
- Process Taxes via Enterprise! and CoreLogic
- Maintain compliant Insurance coverages and process payments
- Escrow Analysis run annually for loans in assigned portfolio
- HUD MIP Processing annually updating Enterprise! for loans in assigned portfolio
- Monitor and maintain Letters of Credit for loans in assigned portfolio
- Year End Audit & Financials Reporting processes for loans in assigned portfolio
- Maintain accurate ACH debit information in Enterprise!
- Process and issue revised Billing Statements when necessary
- Delinquent Loan Reporting – update HUD MDDR system and monitor loan activity with Asset Manager

- REAC Inspections – process reports and track scores and dates in Enterprise!
- UCC processing – monitor renewal dates and process accordingly to obtain recorded documents

Required Experience & Skill Sets

- Experience in loan servicing preferred
- HUD multifamily lending/servicing experience a plus
- Excellent communicator with people skills
- Proficient use of Microsoft Office, inclusive of Excel, Word, Outlook, Teams
- General database knowledge and experience
- Ability to multitask and work in fast-paced environment and meet deadlines
- Ability to learn quickly and work independently
- Minimum 40 hours per week with more as needed to complete work requirements

Overview of Benefits

- 401(k) & profit-sharing programs
- Healthcare Plan w/ optional dental & vison, as well as HSA account options
- Floating holiday schedule (9 Days)
- Paid Time Off (PTO) commiserate with experience & tenure
- Commuter pre-tax benefit plan option