



## FAIRWAY AMERICA

Title: **Loan Servicing Assistant**  
Classification: Full-Time  
Department: Credit & Underwriting  
Reports to: Chief Credit Officer  
Location: Portland, Oregon  
Salary Range: Negotiable

HELP ME TAKE FAIRWAY AMERICA TO THE NEXT LEVEL!

*"As the President and Chief Credit Officer of Fairway America, I am looking for a talented and successful individual to handle many, if not all, of the administrative duties and tasks associated with servicing out loan portfolio. This detail and task oriented position will appeal to the thorough and meticulous individual who takes pride in doing a lot of things and doing them right. If you have a gift and a passion for following up on things and to get them right, we want to hear from you!"*

*Matt Burk, President and Chief Credit Officer*

At Fairway America, we are committed to our **core values**:

**F**ocused, Driven and Committed  
**A**ccountable and Responsible  
**I**nterdependence and Collaboration  
**R**espect, Trust and Integrity  
**W**inning Attitudes  
**A**pproachable, Open Communication  
**Y**ou Make Fairway Fun!

These values are alive at our company and we live them every day while pursuing our purpose of *"Honorably doing worthwhile deals that create value, wealth, dignity and superior returns for all parties involved"*. If a deal is not worthwhile for everyone (our borrowers, investors, referral sources, and Fairway America) we'd rather not do it at all.

For the "A player" looking for something special and who can answer "yes" to all of the following questions, this is the opportunity for you.

- Do you enjoy detailed work that must be completed accurately and on time?
- Do you take pride in completing all of your day-to-day tasks and doing things right the first time?
- Are you seeking meaning and purpose in your career?
- Are you seeking an atmosphere of open and direct communication, clear and mutually established priorities and expectations, and a culture of accountability and performance?
- Do you exceed people's expectations of you on a regular basis?
- Is it in your bones to seek continual improvement?
- Do you have passion to make sure the job is done correctly?

- Do you want to make a tangible contribution to the success of your department and company?
- Are you able to handle multiple tasks and activities at one time and still maintain a high level of accuracy?

If you answered "yes" to these questions, we want to meet you!

### **Our Company**

Fairway America is a successful locally owned and privately funded commercial real estate lending and investment firm. Through a simplified and streamlined process, Fairway America provides financing solutions for people who are unable or unwilling to get financed by more traditional lending sources. Everyday, Fairway America helps borrowers solve difficult problems, meet pressing deadlines, or take advantage of excellent opportunities. While assisting these borrowers, we also enable our investors to earn above average returns they are unable to get elsewhere. As many brokers and lenders have gone out of business or are struggling mightily, our conservative lending approach has enabled us to weather this storm and positioned us to take advantage of unprecedented market opportunities while helping people who are otherwise unable to locate financing.

### **The Position**

The Loan Servicing Assistant is a key person in our collection department. This person has accountability for all day-to-day aspects of servicing loans. The successful candidate will be an organized, detail oriented person who enjoys completing tasks, following up on important paperwork and gets a sense of accomplishment from doing so.

### **Responsibilities**

- Post incoming payments
- Prepare payoff statements
- Prepare reconveyance documents including termination of UCC filings
- Maintain property insurance records including in-house and vendor records for compliance with loan requirements
- Maintain and collect monthly automatic payments with bank
- Prepare and mail monthly statements and coupons to borrowers
- Monitor property taxes for payment including review of all vendor reports and contact borrowers regarding payment status
- Set up and maintain serving files and update information in TMO and Salesforce
- Prepare files and calculations for loans transitioning to legal action
- Monitor servicing files for compliance of post closing conditions and borrower performance
- Monitor and administer ARM loans and loan maturities, prepare appropriate documentation, and make appropriate contact with borrowers
- Scan incoming documents and post receipts to Salesforce
- Perform audit of each servicing file to ensure compliance with internal procedures and processes
- Make early collection calls for late payments
- Negotiate workout agreements for delinquent loans when appropriate and as instructed by Servicing Manager

### **Qualifications**

At Fairway America, your values, abilities, and demonstrable track record of success

are more important than direct experience. That being said, an ideal candidate would have the following:

- 3-5 years + work experience in loan servicing, collection, insurance, escrow or related field.
- Experience with hazard and flood insurance a plus.
- Some college course work completed, degree preferred.
- Very strong computer skills required, including MS Office applications (Access, The Mortgage Office, SalesForce a plus).
- Detail oriented, organized, self-motivated.
- Excellent verbal and written communication skills.

### **Benefits**

Fairway America is committed to maintaining a motivated, positive work environment full of great people who share, demonstrate, and live our core values. Take pride in working for a company that lives its core values, vision and mission/purpose and continually provides tangible value and benefit to its employees, brokers, borrowers and investors. Our benefits include:

- Excellent base salary
- Individual bonuses based on performance
- Company profit sharing participation (no waiting period)
- Medical & dental coverage
- Matching 401K plan
- Cafeteria plan (section 125 plan)
- Short term disability policy
- Company paid ongoing training and personal development
- Vacation, personal time off and company paid holidays
- Outstanding working environment
- Family friendly atmosphere and culture
- Working with other "A players" with a burning desire to win

### **Apply**

If you feel you are an "A player", are up for our challenging, demanding, and rigorous hiring process, and would like to join a dynamic, growing company, please begin your application process by going to our career center at:

<http://fairwayamerica.com/jobopp14.php>

Phone calls are not accepted.