



GOVERNMENT EMPLOYEES' RETIREMENT SYSTEM OF THE VIRGIN ISLANDS

An Equal Opportunity Employer

ANNOUNCES AN OPENING FOR THE FOLLOWING POSITION ON THE ISLAND OF ST. THOMAS **Loan Servicer**

Performs a variety of loan servicing functions in connection with Consumer and Mortgage Loans including the maintenance, tracking, and review of all pending loan documents and exceptions under the supervision of a senior level loan management personnel. Employee in this class performs work on a level that is separate from the loan origination function in the form of reviews, research, monitoring and problem resolution to ensure the accuracy and completeness of loan related data, the security of assets collateralizing the GERS loans, and the timeliness of payments with excellent customer service for internal and external customers.

DUTIES INCLUDE:

- Maintains, manages, and tracks all outstanding loans.
- Reviews terms and conditions of loan documentation.
- Collaborates with other divisions to ensure timely and accurate recording of loan transaction data and prompt research and resolution of same.
- Responding to the borrower, banks, and other financial institution inquiries.
- Provides loan payoff figures to, applicable internal divisions/units, borrowers and lending institutions, according to departmental policies and procedures.
- Manually processes non-standard transactions entries to loans, including refunds, loan repayment/prepayments made by cash or deducted from contributions in a timely manner.
- Reviews and research payments and exception reports.
- Reconcile loan balances, identify delinquencies and mail appropriate correspondence to borrowers.
- Reviews loan maturity reports and initiates input to the GVI's Enterprise Resource Planning System.
- Transmits information to outside agencies to change/ stop payroll deductions.
- Processing of credit life death claims to include communication to the insurance provider.
- Maintains, manages, and tracks all delinquencies, including communication to members
- Handling release of liens.
- Demonstrate the capacity to learn and maintain proficiency with loan application software.
- Assists with the identification, follow up, and testing of data or functionality software issues.
- Compile various reports and correspondence.
- Cross-train and serve as a backup for other critical loan related functions.
- Performs special projects and other related duties as required

QUALIFICATIONS:

Associate of Arts Degree in Business Administration or related field from an accredited institution and two years banking / financial institution experience or highly progressive administrative experience providing direct customer service; **OR** Completion of the twelfth grade from an accredited institution and four years banking / financial institution experience or highly progressive administrative experience providing direct customer service.

Letter of interest, resume, and job application must be submitted by 5:00 p.m. June 7, 2019. Applications can be found online at www.usvigiers.com or picked up at the St. Thomas GERS Office on the 3rd Floor of the GERS Complex. Resumes and Job Applications may be submitted to the GERS Offices at the receptionist desk, via email to hrdept@usvigiers.com or mailed by the deadline date to:

Ms. Asiah Clendinen
Human Resources, Strategic Planning & Organizational Development Officer
Government Employees' Retirement System
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