

CUSTOMER SERVICE REP - Entry Level Mortgage Servicing Opportunities Available

NATIONSTAR MORTGAGE

With a relentless focus on providing quality solutions to our customers, Nationstar has become one of the largest and fastest growing mortgage servicers in the United States with a servicing portfolio in excess of \$400 billion and more than 2.4 million customers. With over 8,000 employees, our purpose is to keep the dream of home ownership alive. We are challengers of convention. We are champions for our customers. We are cheerleaders for our team. Be a part of the fun as we aim to be the game changer of the industry.

JOB SUMMARY

The **Customer Service Representative** is responsible for the overall experience of our internal and external customer's experience by providing outstanding service; we believe in treating our customers the way you treat your own family and friends. While ensuring the customer's needs are satisfied, there are opportunities to receive monthly incentive bonuses from your outstanding service to the customer. We are looking for driven people who enjoy helping others!

Essential Job Functions:

- Compares and evaluates possible customer service solutions, and decides which to recommend to customers to best meet their needs and circumstances.
- Timely and accurate processing of payoff statement quotes, including prepayment penalty and refund calculations.
- Resolve mortgage research items by utilizing the servicing system.
- Assists borrowers with late charge waiver, due date change, and other loan maintenance requests.
- Process Verifications of Mortgage for both internal and external customer.
- Input data and verify information as it pertains to processing telephone draft payments.
- Provide customers with information about company products and services to generate additional revenue through cross-sell/up-sell opportunities.
- Properly document each customer interaction in the servicing system.
- Perform loan-related mathematical equations.
- Perform follow-up and research tasks to ensure problem resolution.
- Adhere to operational controls, including legal, corporate, and regulatory procedures to ensure the safety and security of customer mortgage assets.

Education/Experience Requirements:

- Must have ability to delight Customers.
- Must have Excellent Vocal Communication.
- Must have punctual excellence traits.
- Must be Customer Resolution driven.
- Will consider the equivalent combination of job experience.
- Training provided.

CONTACT:

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