

## **Luther Burbank Savings Job Description**

**Job Title:** Asset Quality Specialist - REO

**Department:** Major Assets

**FLSA Status:** Non-Exempt

**Job Number:** TBD

**Reports To:** REO & Analyst Supervisor or Major Asset Officer

**Last Revision:** 01/11/2012

**Summary:** Completes clerical and other tasks in support of REO transactions by performing the following duties.

### **Essential Duties and Responsibilities**

- Prepares and maintains REO files.
- Maintains list of requests for REO list.
- Maintains and updates REO Offers and Escrow spreadsheets.
- Maintains and updates various tracking spreadsheets for REO.
- Creates timelines and calendar dates to track and follow up on inspections, loan approval, removal of all contingencies and closing.
- Maintains and updates the supplemental tax spreadsheet for REO Property Taxes, pay and file tax bills.
- Reviews closed REO files to ensure all documents are in the file; audits Property Management accounting; updates and collects all documentation for a complete file to forward to other departments.
- Submits tax appeals as necessary and track until finalized.
- Collects operating information, rent rolls, and other necessary information in preparation of ordering BPOs.
- Orders utilities for SFR REO properties.
- Requests Certificates of Release of Right of Redemption when necessary.
- Adheres to all applicable compliance regulations, including BSA, BPA and Right to Financial Privacy.
- Demonstrates a commitment to fair lending.
- Other duties may be assigned.

### **Competencies**

To perform the job successfully, an individual should demonstrate the following competencies:

- Customer Service - Responds promptly to customer needs. Responds to requests for service and assistance.
- Oral/Written Communication - Speaks clearly and professionally in positive or negative situations. Writes clearly and informatively.
- Excellent computer, data management and typing skills, including Excel, Word, Outlook and Adobe programs.
- Mathematical Ability – Accurately completes mathematical equations.
- Problem Solving - Identifies and resolves problems in a timely manner.
- Organizational Support - Completes administrative tasks correctly and on time. Supports organization's goals and values.

### **Education and/or Experience**

Bachelor's degree (BA) from four-year college or university; one to three years related experience with emphasis in real estate, banking, title or accounting; or equivalent combination of education and experience. Works well in a fast-paced environment.

### **Physical Demands**

While performing the duties of this job, the employee may be required to sit or stand for extended periods of time. In order to utilize the data processing system, the employee must be able to physically use a keyboard/mouse and walk to and from workstations. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus.

### **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.