

Luther Burbank Savings Job Description

Job Title: Asset Quality Specialist
Department: Operations
FLSA Status: Non-Exempt

Job Number: 570
Reports To: Major Asset Officer or Credit Review Mgr.
Last Revision: 06/15/2010

Summary: Completes clerical and analytical tasks in support of the major asset department by performing various duties.

Essential Duties and Responsibilities

- Creates the appropriate data base and sends the annual request for operating information. Logs in the operating and financial statements as received and forwards to the appropriate analyst for processing. Sends letters or makes phone calls to borrower to obtain missing information.
- Researches and obtains files, copies and scans appropriate documents as required for legal and/or foreclosure proceedings.
- Tracks debt relief requests and sends to the appropriate person for processing. Maintains note pad comments (FPS) associated with each request. Follows up on missing information with borrowers. Maintains data base for requests received, follow-up and final disposition.
- Creates data base for the request for biennial property inspections and forwards to the designated inspector. Upon receipt of the inspections, processes and includes in monthly report until all properties have been inspected. Brings to the attention of management any outstanding issues associated with the properties. Processes invoices as appropriate.
- Performs a range of operational support activities; may serve as a liaison with other departments on administrative matters.
- 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 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 with emphasis in banking, real estate or accounting; or related experience and/or training; or equivalent combination of education and experience. Works well in a fast-paced environment. Prefer background in mortgage lending and/or accounting.

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.