Job Posting- Mortgage Default Counselor

Mission: *Parkview Services creates inclusive housing solutions to promote stability, opportunity, and community.*

Parkview Services is non-profit located in Lynnwood, Washington. Our extensive programs, include help struggling homeowners prevent unnecessary foreclosures and providing affordable housing to individuals with developmental disabilities.

**Job Title:** Mortgage Default Housing Counselor

**Reports To:** Mortgage Default Manager

**FLSA Status:** Non-Exempt

**Full-Time Position:** Monday through Friday 8:30 a.m. to 5:00 PM, hours can be discussed.

**Work Location:** 4720 200th ST SW Ste 200; Lynnwood, WA 98036

**Compensation:** $28.85/hourly

**To Apply:**

Please send your resume and a cover letter explaining why you would be a good fit for this position and why you would like to work at Parkview Services to [jobs@parkviewservices.org](mailto:jobs@parkviewservices.org) by 10:00 pm on August 25, 2023. In the subject line please write: Housing Counselor-Your First Initial of First Name and Full Last Name. *Example: Housing Counselor-JSmith*

**Position Summary:**

The foreclosure-intervention counselor assists homeowners of all ages and abilities who are at imminent risk of losing their home or who need budget development and guidance. Our program is designed to educate and empower homeowners and provide them with experienced honest guidance and advocacy from intake through resolution.

The best candidate is required to maintain a client case load of 50-70 files per month. Accuracy and your agreement to adhere to our internal confidentiality policy are each requirements of this position. Additional requirements include your attending training seminars and weekly meetings to achieve and maintain required certifications for housing counseling.

**Essential Duties and Responsibilities** include the following: (Other duties may be assigned.)

* Ability to analyze financial data and review budgets.
* Create written action plans for each client.
* Prepare financial package and submit to loan servicer.
* Follow-up and communicate with mortgage servicers, attorneys, mediators, homeowners, real estate professionals and State and Federal regulatory agencies.
* Identify eligible homeowners in order to refer them to mediation as well as represent the homeowner during the mediation session.
* Assure accuracy of data input into client tracking database.
* Completing phone call campaigns: calling designated homeowners who are delinquent on their loans; and calling borrowers who have already received assistance.

**Supervisory Responsibilities**

This job has no supervisory responsibilities.

**Competencies**

* Highly organized, detail-oriented, ability to accurately follow directions and prioritize   
   workload.
* Flexible and self-directed, able to work independently and as a team-member.
* Skilled in written and verbal communication and comprehension. Attention to detail a   
   must.
* Competent at communicating effectively, professionally and positively in a warm and   
   caring manner in all interactions with clients, staff and finders.

**Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

Possess knowledge of mortgage processing and mortgage loan origination, including applicable terminology. Must be able to understand and follow detailed written and oral instructions. Ability to problem solve and adapt to variables in standardized situations.

**Computer Skills**

To perform this job successfully, an individual should have knowledge of Mortgage processing as well advanced Excel capability, Outlook, and Word Processing software.

**Certificates, Licenses, Registrations**

Apply for and complete testing for housing counseling certification as mandated by HUD (post-hire).

**Preferred Qualifications**

Bachelor’s Degree

Bilingual preferred

**Benefits for Full-Time Employees**

Medical, dental coverage

403(b)

Paid vacation leave, sick and safe leave, and holidays

**Parkview Services is an Equal Opportunity Employer.**