

**RIHousing – Customer Service Representative**  
**Salary Range - \$44,012.80 – \$59,926.65**

RIHousing is committed to creating a diverse environment and is proud to be an equal-opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.

**What it's all about:**

This position is accountable for providing quality customer service to borrowers, vendors, attorneys, and other partners via phone and email correspondence. The incumbent will research and resolve complex customer service issues.

**What you'll do on a daily basis:**

This position performs various customer service and research functions and will be cross-trained in all aspects of customer service tasks:

Processes a variety of customer requests, including name/address changes, ACH setup and removal requests, NSF notices, issuance of privacy notices, and new loan set-up in accordance with established investor guidelines and internal policies and procedures;

Responds to all customer inquiries and resolve customer-related problems by researching mortgage file documentation, analyzing data, and taking appropriate action to ensure timely and accurate response or resolution.

Processes loan payoff requests, mortgage discharges, and subordination agreements in accordance with state law and appropriate guidelines.

Assists supervisor with data mapping on manual conversions.

This position is cross-trained on other servicing functions to assist during peak periods; and provide support in performing special projects as assigned.

Resolves lost payments and researches problem cases.

Processes one-time electronic and non-electronic payments as requested by the borrower.

**What you'll bring to the team:**

- Performs all customer service functions related to both telephone/written inquiries courteously and professionally to ensure quality service.
- Resolves more complex customer service issues/problems in an accurate and timely manner, in accordance with appropriate policies and procedures.
- Prepares routine correspondence and reports in an accurate and timely manner, as directed.
- Performs special projects as directed.

**What you'll need to succeed:**

- Three years of customer service experience in a mortgage or consumer finance customer service setting
- Strong customer focus, communication, analytical and computer skills
- Ability to work in a fast-paced environment
- Ability to multitask is imperative
- Ability to work with low levels of direct supervision
- Ability to use standard Microsoft Office software
- Bilingual ability preferred (particularly Spanish or Portuguese)
- Business Certificate or Associates Degree in Business Administration or related field preferred or equivalent work experience required

## **Not sure you meet all the qualifications? Let us decide!**

### **Why RIHousing:**

- Mission-Driven Organization
- Dedicated Workforce
- Competitive salary
- Parking Stipend
- Medical/Dental/Vision/Life Insurance
- Paid Time Off
- Retirement Options
- Flexible Work Hours
- If Position Eligible, Future Hybrid Work May Be Available
- Education Reimbursement
- Onsite Fitness Classes
- Volunteer Days
- Winner of “Best Places to Work” 2016, 2018, 2019, 2021, 2022, 2023 & 2024
- PBN’s Worksite Health Award 2013-2024
- PBN’s Diversity Equity Inclusion Award 2023

**RIHousing** strives to ensure that all people who live or work in Rhode Island can afford a healthy, attractive home that meets their needs. A good home provides the foundation upon which individuals and families thrive, children learn and grow, and communities prosper.

To achieve our mission, we:

- Offer fair, affordable, and innovative lending programs.
- Provide housing-related education to consumers and others.
- Promote and finance sensible development that builds healthy, vibrant communities.
- Provide housing grants and subsidies to Rhode Islanders with the greatest need.
- Team up with partners to improve everything we do.

**RIHousing** uses its resources to provide low-interest loans, grants, education, and assistance to help Rhode Islanders find, rent, buy, build, and keep a good home. Created by the General Assembly in 1973, RIHousing is a privately funded public purpose corporation. RIHousing requires its employees to be highly motivated and knowledgeable, have a sound understanding of the changing needs of Rhode Island’s housing market, be willing to work within and toward a smoothly integrated operation, demonstrate a commitment to serve the people of Rhode Island, especially those with low and moderate incomes in need of safe and affordable homes, and possess a high level of integrity and deep respect for all Rhode Islanders, including customers, partners and fellow employees.