

Do you have a passion for delivering world class member experience? Evergreen Credit Union is looking for a **Loan Support Specialist** to join our team. Come join an organization named a Best Place to Work in Maine for the tenth year in a row!

This position entails supporting consumer and real estate loans after closing, including insurance tracking, lien perfection, title processing, real estate discharges, and loan file maintenance. This role works closely with members, internal departments, and external partners to ensure accuracy, compliance, and timely processing of loan-related activities.

The responsibilities for this position include:

- Manage and track insurance requirements for consumer and real estate loans using Excel and Insurtrak
- Communicate with members, loan officers, mortgage and commercial teams, and insurance agents regarding insurance needs and deficiencies
- Process force-placed insurance when coverage requirements are not met
- Track and manage titles and UCC filings, including lien perfection and release
- Ensure all loan documentation is complete and accurate by working closely with loan officers
- Conduct research related to lien perfection, including coordination with dealerships and state agencies
- Manage real estate loan payoffs and prepare discharge documents for timely filing with county registries
- Maintain accurate records and documentation for loan servicing activities
- Prepare and manage daily, weekly, and monthly reports for loan support functions
- Perform loan file maintenance including payment reversals, due date changes, and skip-a-payment requests
- Respond to inquiries from members, staff, and external partners in a timely and professional manner

The successful candidate will have the following background:

- 2+ years of experience in loan operations, loan servicing, or financial services preferred
- Strong attention to detail with excellent organizational skills
- Proficiency with Microsoft Excel and ability to manage tracking tools and systems
- Excellent communication skills with a high degree of professionalism and discretion
- Ability to manage multiple priorities and meet deadlines in a fast-paced environment
- High school diploma or GED required

Evergreen Credit Union offers an amazing benefits package including medical, dental, vision, a 401(k) plan with organization match and core funding, short-term and long-term disability, generous PTO, tuition assistance, identity theft protection, and—most importantly—an amazing workplace culture! If you are a hard worker dedicated to providing world-class service and want to be a part of a team that loves where they work, we encourage you to apply! If you are interested, please send your resume to Laura Briggs, VP of Training & Development, at lbriggs@egcu.org.

Evergreen Credit Union was founded in 1951 and proudly serves individuals, families and local businesses throughout Cumberland, Oxford, Androscoggin, Sagadahoc, and Lincoln counties. We strive to benefit our members, neighbors, and community organizations by donating our time and resources. We have been successful thanks in large part to the personal, caring service our employees offer. Evergreen aspires to treat our employees as well as we treat our members. We look for employees who are dedicated to hard work, excellent service, and the community. Learn more about our Community Partners on our website at <https://www.egcu.org>.

Evergreen Credit Union is an Equal Opportunity Employer and does not discriminate on the grounds of race, color, religion, sex, sexual orientation, including gender identity and gender expression, national origin, citizenship status, age, disability, genetic information or veteran status.

EOE/Minorities/Females/Vet/Disabled