



JOB OPENING

LOAN SERVICING CUSTOMER SERVICE REPRESENTATIVE

We currently have a full-time position available in our Loan Servicing Department for a Customer Service Representative. Under the guidance of the Loan Servicing Manager, the ideal candidate for this position will be responsible for the following:

- Providing and delivering an exceptional customer experience to our internal and external customers. This will include to residential, commercial, and consumer loan accounts.
- Completing pay-off quote requests and credit bureau disputes
- Preparing payment tickets and general ledger postings
- Monitoring large principal pay-downs and loan modifications
- Reviewing the re-pricing of our adjustable rate loans

Preferred skills and experience:

- One to three years banking experience, preferably in Loan Operations
- Excellent verbal and written communication skills
- Strong organizational skills
- Ability to manage multiple tasks, projects, and deadlines simultaneously
- Proficient in using MS Office desktop applications (Excel, Word, Access)
- Familiarity with general Loan Servicing and banking regulations
- Ability to cross sell Dedham Savings' products and services

For further information regarding this position, please contact Jean Tennihan at ext 464 or via email at:

jean.tennihan@dedhamsavings.com

Jean Tennihan, SVP/Human Resources
Dedham Savings
55 Elm Street
Dedham, MA 02026

April 2017

