

RIHousing – Escrow Representative

Salary - \$51,896.00 - \$62,276.00

Please note: This pay range represents the base annual full-time salary for all positions within this job grade. The actual salary offered will depend on factors such as experience and other job-related qualifications.

What we are all about:

We are seeking a dynamic professional to serve as an Escrow Representative in our Loan Servicing Department. This position is responsible for the accurate and timely filing, maintenance, disbursement, and reconciliation of all escrowed and non-escrowed accounts. It also manages escrow payment changes resulting from escrow analyses to protect investor and insurer interests.

The Escrow Representative in **this role will specialize in insurance-related activities**, including homeowners, flood, and condominium coverage, while maintaining competency in all escrow functions through cross-training.

This is a hybrid position based in **Providence, Rhode Island**, where you will be an integral part of our **Loan Servicing** team. The role is designed for face-to-face collaboration and direct involvement in our office environment.

What you'll do daily:

- Perform escrow quality control by reviewing and validating escrow line setup for taxes, hazard insurance, and mortgage insurance on new loans.
- Conduct escrow analyses triggered by tax rate or insurance premium changes and communicate resulting payment adjustments to borrowers.
- Run scheduled annual analyses, verify data accuracy, calculate payment changes, update system records, and issue required borrower notices.
- Monitor property and flood insurance compliance to ensure continuous coverage and adherence to investor/insurer requirements.
- Submit upfront mortgage insurance premiums accurately and on time to mitigate financial exposure to the organization.
- Review mortgage insurance waiver requests in accordance with the Homeowners Protection Act and investor/insurer guidelines.
- Process and reconcile tax bills, insurance premiums, and mortgage insurance premiums with taxing authorities, insurers, and mortgage insurance providers.
- Investigate and resolve account discrepancies and document findings promptly and professionally.
- Communicate with borrowers, tax service providers, and insurance tracking vendors to ensure accurate and timely information flow.
- Provide customer service support via phone, written correspondence, and in-person interactions while meeting servicing standards.
- Support servicing operations by assisting with special projects, providing backup coverage, and maintaining flexibility during peak workload periods.

What success looks like in this position:

- Associate degree in Business Administration preferred
- Minimum three years of mortgage servicing experience with a minimum of two years in escrow administration
- Demonstrated knowledge of federal, state, and investor mortgage policies and regulations
- Thorough understanding of mortgage servicing systems and electronic vendor reporting systems
- Strong analytical and problem-solving skills with an aptitude for figures
- Detail-oriented
- Ability to work in a multi-project environment and to meet deadlines
- Strong computer skills, including basic Microsoft Office tools
- Strong communication skills
- Bilingual ability preferred (particularly Spanish or Portuguese)

Not sure if you meet all the qualifications? Let us decide!**Why RIHousing:**

- Mission-Driven Organization
- Dedicated Workforce
- 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 – 2026
- Greater Providence Chamber of Commerce Worksite Health Award 2013 – 2025
- PBN's Healthiest Employers of RI 2025 & 2026

About RIHousing:

RIHousing works to ensure that all people who live in Rhode Island can afford a healthy, attractive home that meets their needs. RIHousing provides 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 self-sustaining corporation and receives no state funding for operations.

Please apply through our career site: <https://www.rihousing.com/careers/>

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