RIHousing – Loss Mitigation Support Coordinator

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 join our Loan Servicing team as a Loss Mitigation Support Coordinator**.** This role is responsible for borrower communications, Trial Payment Plan (TPP) monitoring, payment reminders, and trial payment processing. The position supports borrower engagement, ensures timely follow-up on payment obligations, and facilitates successful loan modification outcomes.

The Coordinator serves as a key support resource to the Loss Mitigation team by conducting routine borrower outreach, maintaining accurate records, and identifying issues that require escalation or additional review.

This position is not eligible for remote work.

What you'll do daily:

- Conduct inbound and outbound communications with borrowers regarding Trial Payment Plans (TPPs), including payment reminders, follow-up on missed or outstanding payments, and responses to borrower inquiries.
- Explain TPP requirements, timelines, payment expectations, and next steps in the loss mitigation process while maintaining professional and empathetic communication with borrowers experiencing financial hardship.
- Document all borrower interactions, correspondence, and communication attempts within servicing systems.
- Monitor active Trial Payment Plans (TPPs), track borrower payment performance, and review, verify, and process trial payments in accordance with company procedures and investor requirements.
- Maintain accurate records of payment activity and loan modification requirements, ensuring servicing systems are updated and all trial plan milestones are tracked through completion.
- Identify payment discrepancies, missed payments, potential trial plan failures, and other issues requiring escalation to the appropriate Loss Mitigation Workout Specialist.
- Provide administrative and operational support to Loss Mitigation Workout Specialists by maintaining borrower records, payment documentation, correspondence, and follow-up schedules.
- Coordinate with internal departments to research and resolve payment issues, servicing discrepancies, and outstanding borrower requirements.
- Identify recurring operational or borrower communication issues and escalate trends to management.
- Perform other related duties and special projects as assigned.

How you will make an impact:

- Help borrowers successfully navigate the loan modification process by providing timely follow-up, clear communication, and support throughout their Trial Payment Plan.
- Contribute to positive borrower outcomes by helping ensure trial payment requirements are met and potential issues are identified early.
- Enhance the efficiency of the Loss Mitigation team by providing critical operational support that allows Workout Specialists to focus on complex borrower evaluations and workout strategies.
- Support portfolio performance and customer satisfaction through accurate payment processing, thorough documentation, and attention to detail.
- Help maintain compliance with investor, regulatory, and company requirements by ensuring records are complete, accurate, and up to date.

What success looks like in this position:

- High school diploma or equivalent required; associate's or bachelor's degree preferred.
- Bilingual skills preferred.
- One to two years of experience in mortgage servicing, loss mitigation, collections, customer service, or a related field preferred.
- Experience communicating with borrowers regarding payment obligations, delinquency resolution, mortgage assistance programs, or similar financial services activities preferred.
- Experience working with mortgage servicing systems and payment processing procedures is a plus.
- General understanding of mortgage servicing, delinquency management, and loss mitigation processes preferred.
- Strong verbal and written communication, customer service, and interpersonal skills, with the ability to explain complex information clearly and communicate empathetically with borrowers experiencing financial hardship.
- Strong organizational, time-management, and follow-up skills, with exceptional attention to detail and the ability to manage multiple priorities in a fast-paced environment.
- Proficiency in Microsoft Office applications, including Outlook, Word, and Excel, and the ability to learn and navigate mortgage servicing systems and other departmental technology.
- Ability to exercise sound judgment, maintain confidentiality, and handle sensitive borrower and financial information with professionalism.
- Ability to identify issues, determine when escalation is appropriate, and follow established policies and procedures.
- Ability to work independently and collaboratively in a team environment.

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

Why RIHousing:

- Mission-Driven Organization
- Mentorship Program
- Lunch and Learn series
- Employee Recognition Programs
- Dedicated Workforce
- Parking Stipend
- Medical/Dental/Vision/Life Insurance
- Paid Time Off
- Retirement Options
- 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 – 2026
- 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.