



Opening doors to a better life

Mortgage Servicing Specialist

Posting Date: August 07, 2026

Closing Date: Open Until Filled. *Applicants are encouraged to apply as soon as possible. First review of applications is August 07, 2026.*

Salary: \$8,731 to \$11,853 Monthly

Location: Hybrid remote and onsite at 1000 2nd Ave., Suite 2700, Seattle, WA
Our office is located in downtown Seattle's Financial District on 2nd Avenue and Spring Street and is within walking distance to Pike Place Market and Seattle's scenic waterfront.

******In addition to the salary posted above, this position is currently receiving an additional 5% premium pay due to the position being in King County.

The Washington State Housing Finance Commission (WSHFC) is currently recruiting for a full-time, permanent Mortgage Servicing Specialist position in the Homeownership Division.

The Homeownership Division administers all homeownership and homebuyer education programs. This Division is one of five divisions within the Washington State Housing Finance Commission. This position reports to the Loan Servicing Administrator of the Homeownership Division.

The Mortgage Servicing Specialist administers several aspects of sub servicing oversight for Single Family Homeownership Programs. This position will provide input for review and updates to subservicing oversight policies and the implementation of quality monitoring procedures and reporting. The Mortgage Servicing Specialist manages day to day servicing oversight activities of the Commission's first and second mortgage portfolio. Plan, lead, organize, and control the work performed by our subservicing vendors, our organization, work unit, or program. Responsible for managing and analyzing a large volume of detailed information while maintaining a broad perspective of continued improvement of business practices and systems. The Mortgage Servicing Specialist helps develop policies and procedures which support the agency's goals and strategic plan and assure appropriate and optimum use of the agency's resources.

The duty station for this position is Seattle, WA. The work associated with this position will be performed through a combination of teleworking and complemented with on-site work and meetings as needed. Employees are required to work in the Seattle office at least once a week and may need to come in more frequently based on Division needs. Employees must reside in Washington state and within a reasonable distance of our worksite to respond to workplace reporting requirements.

Who we are:

The Commission is a market-driven and self-supporting agency created to provide below-market rate financing for building, purchasing, or preserving affordable housing and nonprofit capital facilities. The Commission functions as a financing conduit between developers, lenders, first-time home buyers, real estate professionals, and nonprofit organizations to provide affordable financing for homes, rental housing, civic and social services facilities, energy conservation projects and first-time farmers and ranchers.

We believe that creating a diverse, inclusive, and equitable environment is important and vital to the success of the Commission. We believe in working together to create an environment free from harassment and

discrimination and moving beyond simple tolerance to embracing and celebrating the rich dimensions of diversity contained within each individual.

Principal Responsibilities:

- Review and assign monthly servicing audit report data from sub-servicer
- Conduct servicing audits.
- Follow up with sub-servicer monthly to resolve audit findings and create action plans for improvement.
- Review Monthly Servicing and Quality Control Dashboards from sub-servicer.
- Create monthly servicing and quality control dashboards for Participating Lenders.
- Report data and outcomes to management.
- Review monthly MERs reports and identify rejection trends for root causing.
- Monthly audit TOB & TOS transactions, Paid in Full, modified loans, foreclosed loans, bankruptcy, and deactivations.
- Assist in preparing the MERs Annual Report.
- Back up MERs Administrator duties when required.
- Initiate annual vendor oversight process, review risk rating, send out requests for documents.
- Review requested documentation and rate responses according to matrix analyzing according to risk rating.
- Participate in the creation of and update quarterly vendor performance dashboard.
- Audit monthly portfolio summary reports and accounting reports.
- Assist with resolution for outstanding monthly remittance, trail, advances and payoff reports.
- Complete special projects as assigned by management.

We are most interested in candidates who meet or exceed the following criteria:

- Proficiency and extensive knowledge of servicing or subservicing oversight experience with Fannie Mae, Freddie Mac, Ginnie Mae, and HUD (Mandatory requirement of at least 3 years of experience)
- Demonstrated understanding of agency and investor servicing requirements.
- Demonstrated experience with Fannie Mae, Freddie Mac, and HUD servicing requirements and quality control processes
- Skilled in quality control in accordance with Fannie Mae, Freddie Mac, and Ginnie Mae guidelines
- Strong computer skills, especially Excel
- Ability to take action to learn and grow: Takes responsibility for increasing skills in new technologies and skills to make government programs and processes more efficient and effective to serve all Washingtonians.
- Ability to take action to meet the needs of others: collaborating across diverse backgrounds and customer-service focused, while demonstrating a willingness and ability to empathetically respond to the unique needs of the people they work with and serve.

Desirable Skills:

- Working knowledge of the Commission's loan program and down payment assistance programs

A combination of skills, abilities, experience, and education may be substituted to demonstrate that you are qualified for this position.

Benefits:

We offer a generous benefits package that includes a full array of family medical, dental, life and long-term disability insurance coverage; a state retirement plan; deferred compensation; 12 paid holidays; paid vacation, sick and military leave; subsidized bus, train, or ferry passes; credit union memberships; alternate workweek schedules, and telecommuting.

The hiring range for this position is \$8,731 to \$10,272 Monthly. However, the full salary range for this position is \$8,731 to \$11,853 Monthly. We may go higher based on the following: experience, internal equity, and market. Salary is negotiable

Application Procedures:

Applicants who meet the qualifications are asked to submit **all** the following items to be considered for this position:

- Completed NEOGOV online application: Please use the following link to do so:
<https://www.governmentjobs.com/careers/washington/jobs/5441368/mortgage-servicing-specialist>
- Cover letter describing how your skills and experience align with the stated job responsibilities and qualifications.
- List of three or more professional references (all references must be current and/or former supervisors),
- Current resume indicating relevant experience, knowledge, skills, and education.

Web Site: <http://www.wshfc.org>.

Applicants are encouraged to apply as soon as possible. The recruitment process will remain open until filled. First review of applications is August 07, 2026.

Please include your name and preferred pronouns in your application to ensure we address you appropriately throughout the application process.

To qualify and receive veteran's preference, you must attach a copy of the discharge, DD214 or NGB Form 22, with your application materials.

By submitting the application materials, you are indicating that all information is true and correct to the best of your knowledge. You understand that the Housing Finance Commission may verify information and that untruthful or misleading information is cause for removal from the applicant pool or dismissal if employed. Only those individuals who clearly demonstrate the stated qualifications will be considered.

The Washington State Housing Finance Commission is committed to providing equal employment, job assignments and promotional opportunities to all qualified applicants and employees. We strive to create a working environment that includes and respects cultural, racial, ethnic, sexual orientation and gender identity diversity. We are committed to providing reasonable accommodation to all staff as needed. Women, black, Indigenous and people of color, persons with disabilities, persons over 40 years of age, all honorably discharged veterans and people of all sexual orientations and gender identities are encouraged to apply. Persons needing accommodation in the application process or this announcement in an alternative format may contact the WSHFC Recruiting Team at Christopher.vasquez@wshfc.org or at (206) 287-4439.