



HOUSING PROGRAM TECHNICIAN

SCOPE OF WORK:

Work involves administrative support for homeownership and rental assistance programs within the Housing Finance Agency dealing with providing assistance for families in specific income levels. While most duties are associated with the processing of loans and rental assistance applications, there is significant involvement in the support functions involving distribution of informational materials, preparation of application forms, maintaining records systems, updating financial records and accounts, and providing information in response to inquiries. Specific duties vary depending on the program(s) individuals will be assigned to support.

DUTIES PERFORMED AT ALL LEVELS:

- Prepare and maintain records as required by the enabling laws, rules, or regulations associated with each program.
- Respond to inquiries and resolve problems associated with programs.

NOTE: The duties listed are not intended to be all-inclusive. Duties assigned any individual employee are at the discretion of the appointing authority.

HOUSING PROGRAM TECHNICIAN I

0214

GRADE F

LEVEL DEFINITION:

Work at this level involves primarily routine administrative and clerical support duties. Some duties, such as maintaining loan accounts and helping applicants and lenders with program documentation, require specialized training and are more closely supervised or involve assisting a higher level technician or specialist where continuous review of work is available.

ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:

- Perform administrative support in processing loans through a major housing loan program, including such tasks as in-processing applications, responding to inquiries on program eligibility, maintaining logs, preparing mailings, and maintaining related databases.

- Maintain accounts, provide notifications, distribute letters, circulars, newsletters, etc., relating to the specific program(s) supported.
- Perform routine communications using conventional and electronic methods.
- Prepare specialized mailings for a variety of programs; assist in the processing of incoming and outgoing mail for the agency; maintain mailing lists; prepare special packets for distribution; maintain inventory of forms and informational documents for the agency.
- Assist in a variety of program areas during peak workload periods to assist in maintaining accounts and related records.
- Perform secretarial and clerical duties such as scheduling, filing, word processing, receptionist, and similar duties for the agency.

MINIMUM QUALIFICATIONS:

Requires completion of high school or GED and three years of work experience in administrative or secretarial duties that included mortgage loan processing, bookkeeping, or accounting duties and that reflect an ability to perform the specialized duties required in this class. Formal education in an accredited business or secretarial program may be substituted for two years of the work experience requirement on a year-for-year basis. Additional specific work experience requirements may vary according to the duties assigned the position being filled and will be reflected in any recruiting announcement.

HOUSING PROGRAM TECHNICIAN II

0215

GRADE G

LEVEL DEFINITION:

Work at this level involves more specialized duties in the area of account and loan processing and maintenance. Individuals are expected to work with little direct supervision although assistance in dealing with non-routine situations is available.

ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:

- Perform account maintenance including auditing, reconciling, posting, etc., on accounts of a specialized nature in one or more programs related to assisting eligible persons in obtaining home loans or rental housing assistance through an approved agency program.
- Assist in the processing of loans, maintain loan information, request credit reports, prepare and distribute notifications on loan status; maintain related forms and reports.
- Review files to detect and adjust for changed requirements resulting from program administration changes.
- Prepare routine legal documents related to the loan processing.

- Perform a variety of program-specific duties to assist program administrators or specialists.
- Prepare loan closing documentation and set up and maintain related files.

MINIMUM QUALIFICATIONS:

Requires completion of high school or GED and five years of work experience in administrative duties which included mortgage loan accounting or account technician experience and which reflect an ability to perform the specialized duties required in this class, or three years work experience as a Housing Program Technician I. Formal education in an accredited business or secretarial program may be substituted for two years of the work experience requirement on a year-for-year basis. Additional specific work experience requirements may vary according to the duties assigned the position being filled and will be reflected in any recruiting announcement.

Eff. Date: 9/96

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