



HOUSING PROGRAM SPECIALIST

SCOPE OF WORK:

Work involves mortgage loan processing and collection activities associated with home mortgages or home mortgage purchase programs. A variety of duties are performed in loan acquisition, loan production, and loan servicing, depending on the specific position involved and the stage of loan activity in which incumbents are involved. Work will generally involve technical elements of accounting, banking, loan origination, underwriting, loan processing, claims analysis, foreclosures and collections, and related administrative duties.

DUTIES PERFORMED AT ALL LEVELS:

- Communicate with home buyers, lenders, appraisers, credit bureaus, insurers, etc. to obtain information and documentation, respond to inquiries, resolve problems, and provide instructions relating to mortgages.
- Initiate and maintain records, reports, and documents relating to mortgage processing and maintenance.

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 SPECIALIST I

0217

GRADE H

LEVEL DEFINITION:

Work at this level involves duties of a more routine nature dealing with the initial processing and servicing of home mortgage loans. Most time is spent in monitoring current cases, maintaining case records, and performing general loan maintenance duties, and some time in assisting with more complex duties under supervision.

ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:

- Analyze and interpret information on loan applications and then input into loan processing and/or underwriting software; prepare early disclosures
- Prepare mortgage satisfactions and mail paid-in-full documents to the borrower.
- Monitor, coordinate, and provide technical assistance to external loan servicers; review and approve external servicer recommendations to foreclose; monitor and coordinate the foreclosure activities.

- Perform collection activities on loans serviced in-house; prepare collection calls and letters and reports to loan insurers; approve loans for foreclosure and monitor foreclosure activity.
- Perform escrow account administration through review, update and authorization of escrow disbursements, reconciling premiums, reviewing cases for adequate hazard and flood insurance coverage, monitoring cancellations of insurance, processing documents relating to payment of taxes, and responding to inquiries on escrow accounts.
- Perform processing tasks relating to insurance claims on loans serviced in-house.
- Perform a variety of administrative duties relating to the payment process, notifications to customers on matters relating to specific loans, preparing periodic reports, and general auditing of case records.
- May maintain records and in-house reports on delinquent and defaulted loans; prepare and mail late notices on past-due loans; process daily payments on late loans.

MINIMUM QUALIFICATIONS:

Requires three years work experience in duties involving mortgage loan processing, escrow administration, or claims processing in a lending institution or a major economic assistance program. The hiring authority may, at the time of recruitment for a specific position, determine more specific work experience depending on the actual duties to be assigned. College-level course work in accounting, banking, business administration, economics or a closely related field may be substituted on a year-for-year basis for up to two years of the work experience requirement.

HOUSING PROGRAM SPECIALIST II

0218

GRADE I

LEVEL DEFINITION:

Work at this level involves duties of a more complex nature dealing with the processing and administration of mortgage loans and the review and approval of mortgage loan applications, acquisitions and loan servicing. Individuals may provide input to the development of processing procedures and may serve as backup in conducting loan closings.

ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:

- Process and review loan applications, including conducting all appropriate analysis and research.
- Ensure that appropriate documentation and information exists to support loan underwriting; ensure that processing, underwriting and closing documents are complete, accurate and adhere to federal and state regulations. Work involves interpretation and application of applicable state and federal regulations.
- Recommend or determine, depending on stage of loan activity, approval/non-approval of loan applications, purchased loan files and loan assumptions for compliance with first time home buyer program.

- Monitor pending loan files to ensure timely correction or completion of deficiencies.
- Balance and approve trustee notifications of loans to be purchased; monitor loan pool reservations.
- Communicate with lenders regarding compliance application and loan purchase approvals, deficiencies, funding information, and loan pool reserves; respond to inquiries from the general public regarding the program.
- Prepare documents and checks for loan closings for lenders; prepare and mail confirmation report to lenders.
- Participate in the review of loans in default and recommend appropriate action for loss mitigation.
- Prepare mortgage origination activity reports and loan data reports and file with appropriate federal regulators.
- Maintain loan processing software, including testing and form writing.
- Monitor the updating of loan statistical analysis.

MINIMUM QUALIFICATIONS:

Requires four years work experience in duties involving mortgage loan processing or escrow administration that involved working with federal and state regulations. The hiring authority may, at the time of recruitment for a specific position, determine more specific work experience depending on the actual duties to be assigned. College-level course work in accounting, banking, business administration, economics or a closely related field may be substituted on a year-for-year basis for up to two years of the work experience requirement.

HOUSING PROGRAM SPECIALIST III

0219

GRADE J

LEVEL DEFINITION:

Work at this level involves primary responsibility for higher level mortgage loan processing and loan origination. May provide guidance to staff involved in duties relating to loan application processing, escrow account administration, real estate loan servicing, loan servicing transfers, mortgage loan acquisitions, claims processing, and other duties performed by the other Housing Program Specialists.

ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:

- Assist the program administrator by providing input to the development of policy and procedures.
- Provide technical guidance to staff; implement policies and procedures.
- Perform credit reviewing/underwriting.
- Monitor and coordinate collections and foreclosure activities.
- Counsel borrowers and take mortgage loan applications to determine the best loan product for the borrower.
- Counsel borrowers to understand and improve their credit score.
- Negotiate interest rate and loan terms with borrowers.
- Make credit decisions within lending authority.

- Maintain files and perform audits to ensure servicing of accounts; oversee transfer of accounts from other servicers; provide written notifications to borrowers to inform of account servicing procedures and changes.
- Perform a variety of communications in response to inquiries, payment procedures, coordination of accounts, and other required notifications.
- May supervise work activity in the unit.

MINIMUM QUALIFICATIONS:

Requires five years work experience in duties involving mortgage loan processing or escrow administration that involved working with federal and state regulations. Requires knowledge, experience and appropriate licensures and underwriting delegation as determined by the hiring authority. The hiring authority may, at the time of recruitment for a specific position, determine more specific work experience depending on the actual duties to be assigned. College-level course work in accounting, banking, business administration, economics or a closely related field may be substituted on a year-for-year basis for up to two years of the work experience requirement.

Eff. Date: 3/97

Rev: 8/11 – Rewritten to include positions in additional agency

Rev: 7/12 – Conversion to Hay System