

CLASS SPECIFICATION
Housing Loan Coordinator

FLSA Status: Exempt
Union Representation: AFSCME - Housing

GENERAL PURPOSE

Under general supervision, positions are responsible for originating, coordinating and monitoring complex residential real estate loan applications for a diverse population of borrowers, including those who are high credit risks and unable to obtain financing through conventional sources. Incumbents are the primary contact for clients throughout the entire loan process; and work with other loan production team members to ensure all required documentation and process steps are completed throughout the loan and construction process. Positions develop, coordinate and deliver presentations at various community events regarding the City's residential loan programs; and perform related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is the journey professional-level class in the housing loan coordinator series. Incumbents perform difficult and responsible work in processing complex residential real estate loan applications for publicly and privately funded housing projects. Work requires well developed analytical and communications skills, and technical knowledge of the loan processing and closing requirements and processes. Work is recurring but with frequent variations from the norm. Some complexity exists due to property title issues, borrower financing conditions, and requirements for managing a workload containing a high volume of applications requiring flexibility and creativity in problem solving. Positions operate from established procedures, but are required to actively participate in team decision making and continuous improvements to the overall delivery system. Duties are performed interdependently with other team members with minimum supervision. Final products are reviewed by a supervisor.

Housing Loan Coordinator is distinguished from other financial, loan processing or loan closing classification by its responsibility for processing complex loan applications for publicly and privately funded residential housing projects.

Housing Loan Coordinator is distinguished from Senior Housing Loan Coordinator in that the former classification is responsibility for processing residential housing loan applications and the latter classification for processing and closing loans for publicly and privately funded multifamily and commercial housing projects.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Any one position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

1. Acts as primary client contact for clients throughout the loan/grant process, from initial inquiry through loan close-out, including customer advocacy for matters needing special assistance or referrals.

2. Processes loan/grant applications including, but not limited to, collecting necessary financial and construction documents and ordering various reports needed to complete loan/grant application packets; has lead responsibility for processing the more complex residential loan applications, which could include self-employed borrowers and loans/grants to non-profit organizations.
3. Works with community partners, neighborhood associations, city bureaus and others to educate the public about residential loan programs; identifies meeting space; develops training plans and workshop materials; delivers training workshops and general public presentations; evaluates the success of individual events; and makes appropriate modifications.
4. Prepares and submits loan/grant files to underwriting for conditional and final approval, including a complete analysis of the financial report that summarizes the request, key findings, recommendations, and exceptions to standard policies.
5. Conducts quality control audit of database entries prior to closing.
6. Prepares loan/grant closing documents and coordinate closings with clients and other external parties such as, title companies, realtors, and community partners.
7. Coordinates and ensures completion of all documentation throughout the loan and construction process; forwards proper final loan documentation to borrower and loan servicer; preserves master files; archives files according to City Record Management program.
8. Prepares funding and disbursement documents for underwriting review and approval and for construction coordinator review and approval once project is in construction codes invoices related to loan production activities (recordation, title policy, credit reports, appraisals, etc.) and routes for appropriate signatures.
9. Accurately inputs and maintains loan data in the origination and tracking system(s) throughout the loan process produces periodic reports as requested.
10. Coordinates bid process with other bureau staff, contractors and clients to ensure bids are obtained in a timely manner.
11. Remains current and informed about various bureau policies and procedures, loan/grant program criteria, underwriting standards and program regulations.

OTHER DUTIES

1. Participates in loan program evaluation, design and implementation; assesses the effectiveness of communication tools; evaluates the fit of work unit products with community need; develops relationships with community agencies that may be in a position to provide additional support to customers; anticipates the needs of the community; and looks for opportunities where work unit could offer products and services.
2. Assists in marketing and liaison efforts in assigned neighborhoods or areas.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Real estate lending practices, processing systems, and laws, regulations and requirements; financial and legal principles and practices applicable to real estate transactions, including acquisition and disposition of real estate and title issues.

2. Bond and tax credit transactions and principles and practices for customized legal document preparation.
3. Basic principles and practices of project planning and management.
4. Principles and practices of sound business communication.
5. Uses and operations of computers and standard business software as well as document scanning software.

Ability to:

1. Coordinate loan processing and closing activities with multiple stakeholders and within work team; develop and manage effective information flow to and from team members and internal/external stakeholders.
2. Analyze and identify work related problems or issues, apply creative problem solving techniques, evaluate alternatives, and reach sound, logical, fact-based conclusions and recommendations.
3. Collect, evaluate and interpret appropriate and applicable data and documents.
4. Work collaboratively within a self-managed work team sharing responsibility for team performance, decision making and continuing team growth.
5. Communicate detailed and technical information clearly and accurately in writing, by phone and in person to both internal and external program stakeholders
6. Understand, interpret, explain and apply laws, regulations, ordinances and policies applicable to assigned work.
7. Prepare clear, concise and comprehensive reports, correspondence and other documents appropriate to the audience.
8. Ensure the maintenance and confidentiality of all required files, records and documentation.
9. Exercise independent judgment and initiative within established guidelines.
10. Manage multiple projects to meet deadlines.
11. Exercise tact and diplomacy in dealing with difficult and sensitive people, issues and situations.
12. Establish and maintain effective working relationships with bureau managers and staff, staff of other bureaus, representatives of other agencies, community partners, lenders, loan officers, brokers, inspectors, title and escrow officers, realtors, the public and others encountered in the course of work.

Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from a four-year college or university with coursework in real estate, finance, or a closely related field; two years of progressively responsible experience in residential real estate finance work; or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:

Employee should have, or the ability to obtain within the first month of employment, a certificate verifying that they have completed and passed the required 20-hour loan origination training course that has been approved by the State of Oregon, Mortgage Lending Education Board (MLEB.). In addition, employee must maintain that certification by completing the required 20-hours of MLEB qualified continuing education during each 24-month period.

Must pass a criminal background check

A valid state driver's license may be required for certain work assignments.

PHYSICAL AND MENTAL DEMANDS

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring bureau to accommodate the limitation.

Class History:

Adopted: 04-01-10

Revised: 04-27-11 – Changed Union Representation from Nonrepresented to AFSCME- Housing