

Nevada Affordable Housing Assistance Corporation

JOB DESCRIPTION

POSITION TITLE: Compliance Specialist

STATUS: Hourly/Non-Exempt

REPORTING RELATIONSHIP: 1) Compliance Manager

2) CEO/COO

POSITION SUMMARY: The Compliance Specialist will act as a liaison for the Compliance Manager. This position will work closely with the Compliance Manager in the development of policies and procedures. Working independently within defined guidelines, conducts quality assurance file reviews to verify conformance to established quality service delivery standards. Assesses and makes recommendations regarding the need to advise Counselors, Processors, Eligibility and Floater Specialist staff regarding policies and procedures, including any oversights or errors in service delivery. Assist the Compliance Manager with feedback and/or coaching to the Counseling, Processors and/or Decisioning Specialist staff.

RESPONSIBILITIES AND DUTIES:

- Conducts detailed file and data-entry reviews of agency's Counseling, Processors, Eligibility and Floater Specialist to ensure quality service delivery to the homeowners per Agency's outlined QA / QI / QC standards.
- Completes audit review forms and is responsible for prompt submission of records to Compliance Manager according to established procedures
- Compiles the Counselor, Processor, Eligibility or Floater Specialist reports to track trends and identify deficiencies to be brought to the attention of the Compliance Manager.
- Completes any additional paperwork needed to maintain completed case file audits.
- Compiles results in the format required of the Counselor, Processor or Eligibility Specialist file audit reviews and assists in identifying trends or issues to be brought to the attention of the Compliance Manager.
- Assists and supports Compliance Manager in feedback, observations and coaching to staff.
- May provide one-one or group training of Counselors, Processors, Eligibility or Floater Specialist staff as assigned by manager.
- Assists managers and trainers to produce training materials for in-house courses that may include specific issues related to review findings, either on a one-to-one basis or in groups.
- Makes recommendations of any needed changes in counseling service delivery, processing or decisioning of files, and homeowner case file audits as outlined in the agency's Quality Assurance Plan.
- Adheres to all company policies and procedures.
- Maintains current and up to date knowledge of all counseling, processing and decisioning processes and procedures and technology used.
- Conducts counseling sessions as requested by manager.
- Receives direction from the Compliance Manager and QC Supervisor. All other duties as assigned by management. Works independently within clear guidelines and established agency policies and procedures.
- Have the opportunity to engage with Managers and Executives.
- Gain an understanding of all NVHHF department policies and procedures.
- Works on external NVHHF audits on a monthly basis.

- Works with QC Supervisor on red flags.
- Works on special projects with the Management team.
- All other duties as assigned by management.

The duties and responsibilities described above may provide only a partial description of this position. This is not an exhaustive list of all aspects of the job. Other duties and responsibilities not outlined in this document may be added as necessary or desirable, with or without notice.

QUALIFICATIONS AND REQUIREMENTS:

BS or BA Degree and 2-5 years experience in a counseling, lending or credit-related field. Minimum two years mortgage financial experience. Demonstrated performance and work experience may be a substitute for the education requirements. Must have excellent verbal, listening, and written communication skills. Self-motivated, willingness to constantly improve. Above average attendance performance required, although NAHAC provides reasonable accommodations as required by law. Professional appearance. Displays good judgment and common sense qualities. Must be detail oriented to assure accuracy in dealing with client case files. Must be able to utilize agency’s computer system to access client information for audit purposes.

PHYSICAL DEMANDS:

The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position, provided not undue hardship would result.

- The individual is required to regularly sit at a computer and enter data for extended periods of time.
- The individual is required to listen and talk to individuals and before groups in the performance of the job.
- The individual is regularly called upon to deal with stressful situations and a high work volume.
- The individual is regularly required to stand, walk and drive for extended periods of time.
- The individual is occasionally required to bend, stretch and use hands to handle or feel objects, tools or controls and to reach with hands and arms.
- The individual is occasionally required to lift up to 25 lbs.
- Position requires some travel and scheduling flexibility.

JOB DESCRIPTION ACKNOWLEDGMENT:

I have received a copy of my job description dated _____. The job description describes duties and responsibilities, which apply to me. I agree to read the job description and understand it may be amended as company conditions or requirements necessitate. In that case, changes will be communicated to me.

Employee Signature

Date

Employee Name (printed)

Date

Supervisor Signature

Date

Please keep a copy for your records

DRAFT