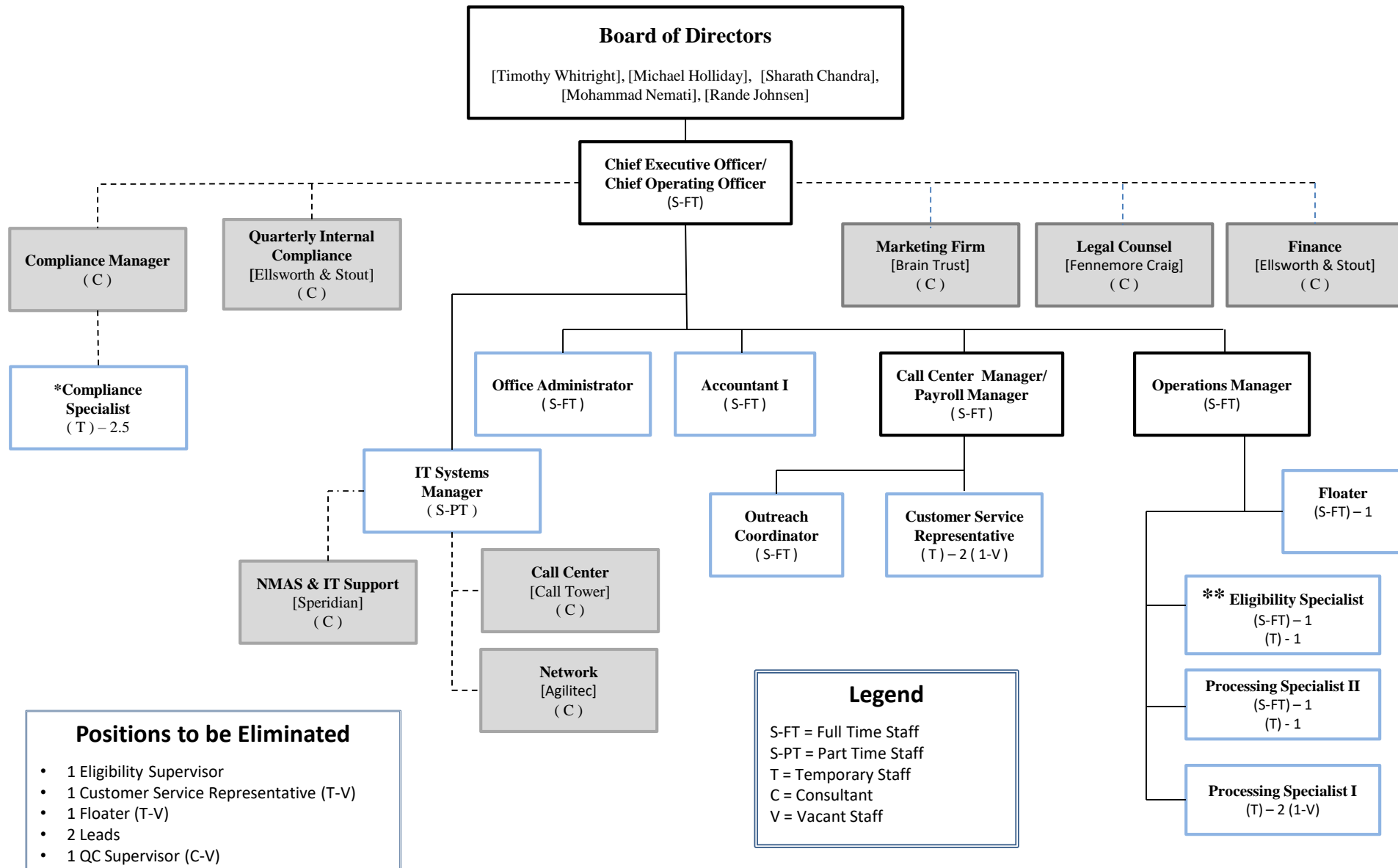


# Nevada Affordable Housing Assistance Corporation

## Organizational Chart

*DRAFT Proposal*



- Positions to be Eliminated**
- 1 Eligibility Supervisor
  - 1 Customer Service Representative (T-V)
  - 1 Floater (T-V)
  - 2 Leads
  - 1 QC Supervisor (C-V)

\* Change from 1 to 2.5 positions

\*\*New

**Legend**

S-FT = Full Time Staff  
 S-PT = Part Time Staff  
 T = Temporary Staff  
 C = Consultant  
 V = Vacant Staff

# NAHAC Regular Employee Salary

Draft Proposal  
Rev.3/14/2019

## CONFIDENTIAL

Position	Salary	Hourly	Employer		* Salary Comparison		
			Contribution/ Benefits	Total Compensation	Low	High	
Chief Executive Officer/ Chief Operations Officer	\$ 115,560	\$ 55.56	\$ 20,349	\$ 135,909	\$ 89,000	\$ 197,000	
IT Systems Manager (Part Time)	\$ 70,837	\$ 54.49	-	\$ 70,837	\$ 101,000	\$ 175,000	
Call Center/ Payroll Manager	\$ 72,100	\$ 34.66	\$ 23,053	\$ 95,153	\$ 57,200	\$ 97,400	
Operations Manager	\$ 66,950	\$ 32.19	\$ 11,849	\$ 78,799	\$ 45,000	\$ 96,000	
Outreach Coordinator	\$ 35,360	\$ 17.00	\$ 4,448	\$ 39,808	\$ 41,000	\$ 88,000	
Office Administrator	\$ 40,997	\$ 19.71	\$ 10,323	\$ 51,320	\$ 30,000	\$ 53,000	
Eligibility Supervisor <sup>1</sup>	\$ (53,000)	\$ 25.48	\$ 10,407	\$ (63,407)	\$ 63,122	\$ 82,753	
Lead <sup>1</sup> (2)** (Vacant)	\$ (40,000)	\$ 19.23		\$ (40,000)	\$ 40,339	\$ 62,371	
Eligibility Specialist <sup>2</sup>	\$ 47,278	\$ 22.73	\$ 9,997	\$ 57,275	\$ 44,000	\$ 86,000	
Processing Specialist II	\$ 35,006	\$ 16.83	\$ 15,975	\$ 50,981	\$ 31,000	\$ 54,000	
Floater	\$ 35,006	\$ 16.83	\$ 11,204	\$ 46,211	\$ 31,000	\$ 52,000	
Accountant I	\$ 42,037	\$ 20.21	\$ 15,333	\$ 57,370	\$ 40,000	\$ 74,000	
<b>Total</b>	<b>\$ 561,131</b>			<b>\$ 683,662</b>			

\* The Salary Comparison is predicated on the median income range pulled from Salary.com, Glassdor and PayScale.com.

\*\* \$40,000 Annual Per

Changes:

1. Positions to be Eliminated
2. New Position

# NAHAC Temporary Employees

Draft Proposal

Rev. 3/14/2019

CONFIDENTIAL

Position	Agent Salary Only	Hourly	Agency Rate/ Hour 42.70%	Agent & Agency Rate/ Year
Eligibility Specialist <sup>1</sup>	\$ 37,440	\$ 18.00	\$ 7.69	\$ 53,435
QC Supervisor <sup>2</sup> (Vacant)	\$ (56,056)	\$ 26.95	\$ 11.51	\$ (79,997)
Compliance Specialist <sup>3</sup> (2)*	\$ 39,520	\$ 19.00	\$ 8.11	\$ 56,389
Compliance Specialist <sup>1</sup> (Part Time)	\$ 16,538	\$ 19.00	\$ 8.11	\$ 23,600
Processing Specialist II	\$ 33,280	\$ 16.00	\$ 6.83	\$ 47,486
Processing Specialist I (2)**	\$ 31,200	\$ 15.00	\$ 6.40	\$ 44,512
Customer Service Representative <sup>4</sup> (3)***	\$ 28,080	\$ 13.50	\$ 5.76	\$ 40,061
Floater <sup>2</sup> (Vacant)	\$ (28,080)	\$ 13.50	\$ 5.76	\$ (40,061)
<b>Total</b>	\$ 304,618			\$ 406,445

\* \$39,520 Annual Per

\*\* \$31,200 Annual Per

\*\*\* \$28,080 Annual Per

Changes:

1. New Position
2. Position to be Eliminated
3. One New Position
4. One Position to be Eliminated

# Nevada Affordable Housing Assistance Corporation

## JOB DESCRIPTION

**POSITION TITLE:** Eligibility Specialist

**STATUS:** Non-exempt / Hourly

**REPORTING RELATIONSHIP:** 1. Operations Manager 2. CEO/COO

### POSITION SUMMARY:

The Eligibility Specialist will review submitted files to analyze and make eligibility decisions. This includes ensuring that benefit assistance requests meet Nevada Hardest Hit Fund® program and product specifications or counteroffer to a different product and/or program when appropriate. In addition, communicate decision to appropriate individuals uphold adherence to policies and procedures; meet targets for productivity, quality and customer satisfaction; and perform second review process. Core duties and responsibilities include the following. Other duties may be assigned.

### RESPONSIBILITIES AND DUTIES:

- Verify or validate all required applicant information to ensure that the application is in compliance with program and underwriting requirements.
- Communicate to staff personnel, or others to obtain further information, or explain policies and eligibility decisions.
- Apply judgment when analyzing risk to support exceptions to policy and procedures for management approval.
- Observing, receiving, and otherwise obtaining information from all relevant sources, e.g., homeowners, staff, servicers, etc.
- Using computers and computer systems (including hardware and software) to complete daily tasks focusing on data quality.
- Analyzing information and evaluating results to choose the best solution and solve problems.
- Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.
- Developing constructive and cooperative working relationships with others and maintaining them over time.
- Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Evaluating the underlying principles, reasons, or facts by breaking down information or data into separate parts and applying judgment and decisioning.
- Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.
- Using relevant information and individual judgment to determine whether events or processes comply with laws, regulations, or standards as set by the Program.
- Keeping up-to-date technically and applying new knowledge to your job.
- Maintaining knowledge of all applicable underwriting guidelines and regulations.
- Meet or exceed daily, weekly and monthly productivity standards while maintaining accuracy level.
- Perform quality reviews on Down Payment Assistance program files.
- Preparation for Treasury Compliance Reviews.
- Interpret, analyze, and make decisions on applicant files in a timely manner.
- Gather documents and necessary reports about the applicant, such as a credit history, income status, etc.
- Assist Processors and other Eligibility Specialists with questions or concerns regarding the approval or rejection of a program application.
- Demonstrate professionalism and courtesy during contact with all applicants, whether by telephone or in person.

- Communicate and document recommendations in a clear and concise manner.
- Maintain a written log of all daily work and assignments.
- Maintain respect for privacy when speaking with applicants. Protect confidentiality of applicant's information.
- Assist co-workers as needed to ensure operations run smoothly through volume fluctuations and staff vacancies.
- Accomplishes all tasks as appropriately assigned or requested in a timely manner.
- Familiar with and able to perform the tasks assigned to the Processing Specialists when needed. Assist with tasks in other job functions during times of high work volume or employee absence.

**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:**

- High school diploma or equivalent
- 3-5 years of underwriting experience preferred.
- Prior experience in underwriting for a carrier highly desired.
- Demonstrated production underwriting experience, with a record of execution and producing results.
- Well developed technical underwriting expertise and negotiation skills. Ability to effectively assess risk required.
- In-depth knowledge of regulatory guidelines. Market awareness of competitive conditions throughout the United States.
- Strong analytical and problem solving skills; able to identify, analyze and resolve issues. Attention to detail.
- Excellent interpersonal and communication skills. Ability to effectively interact with all levels of internal and external business partners.
- Effective in cultivating strong business relationships, able to identify potential obstacles and find common ground for pursuing business opportunities.
- Negotiation skills that can effectively influence and persuade others. Able to overcome objections, anticipate concerns, and work to overcome them.
- Ability to exercise independent judgment and make sound business decisions within the Program's guidelines and standards.
- High degree of personal organization and time management skills. Ability to multi-task under tight timeline constraints, including ability to prioritize and perform successfully in a fast paced environment

#### **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.

- 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**

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DRAFT