

# Nevada Affordable Housing Assistance Corporation (NAHAC)

## JOB DESCRIPTION

**POSITION TITLE:** Closing/Post-Closing Lead

**STATUS:** Non-exempt / Hourly

**REPORTING RELATIONSHIP:** 1) Assistant Operations Manager

2.) Operations Manager

**POSITION SUMMARY:** The Closing/Post-Closing Lead will be able to perform all closing and post-closing activities. This position will also assist the management team with the training staff in policy, procedure and systems in accordance with program guidelines and related policy and procedures including updates to training documents. The lead will assist in reviewing of the files to ensure that collateral documents and/or post-closing documents are prepared properly. The lead will ensure the receipt and review of all signed collateral documents are set up for disbursement. All activities are processed and completed according to established policies and procedures. Relies on experience and judgment to plan and accomplish goals; performs a variety of tasks.

### RESPONSIBILITIES AND DUTIES:

- Assists with performing all closing and post-closing functions.
- Assists with training and support for closing and post-closing.
- Responsible to review and ensure information is accurately represented in system of record, disbursement schedule, and Common Data File (CDF).
- Provides coaching and program training as needed.
- Assists management on complex files.
- Provides feedback to the Assistant Operations Manager and Operations Manager in initiatives related to processes improvements or changes to improve productivity, systems and quality.
- Communicates with the Assistant Operations Manager and Operations Manager regarding homeowner collateral document issues that require additional homeowner information.
- Thorough understanding of program areas and requirements.
- Subject Matter Expert for team
- Works independently within clear guidelines and established organizational policies and procedures for the department. Accessible to staff for guidance and consultation.

**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:

- Bachelor's Degree preferred. Demonstrated performance and work experience may be a substitute for educational requirements.
- Three to five years experience in home loan processing, closing or mortgage lending related industries..
- Proficiency in Microsoft Outlook.
- Familiarity with Microsoft Word and Excel programs.
- Must have strong work management and communication skills, both oral and written.
- Technical knowledge and skills with respect to case management and with document management and telephone systems.
- Must demonstrate a proficiency in conflict management.
- Must understand and comply with employment and labor laws.

- Position may require some travel and scheduling flexibility.
- Ability to solve problems in a timely manner and deal with a variety of variables to arrive at solutions.
- Ability to listen to and consider diverse ideas and opinions and make recommendations based on a combination of factors and information.
- Possesses the skills to allocate resources, conduct staff planning, facilitate solutions and develop and improve processes.
- Provides regular performance feedback, develops staff skills and encourages professional growth.
- Displays proficiency in planning and prioritizing work activities; uses time efficiently and develops realistic action plans.

**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 have read the job description and understand it may be amended as company conditions or requirements necessitate. In the event of such changes, 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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