
Nevada Affordable Housing Assistance Corporation

JOB DESCRIPTION

POSITION TITLE: Floater

STATUS: Non-exempt / Hourly

REPORTING RELATIONSHIP: 1) Assistant Operations Manager 2.) Operations Manager 3) Call Center Manager

POSITION SUMMARY: The Floater will assume job duties and responsibilities on an as-needed basis. In addition, the Floater will perform administrative tasks as assigned. All activities must be processed and completed according to established NVHHF policies and procedures. Performs a variety of tasks.

RESPONSIBILITIES AND DUTIES:

- Assist with tasks in either job function during times of high work volume or employee absence.
- Collects, reviews and verifies homeowner financial information for program benefit assistance.
- Communicates both verbally and in writing with homeowners in order to obtain personal and financial data and to assist in processing requests for assistance.
- Respond to mortgage servicer inquiries and requests.
- Monitor incoming Common Data File (CDF) records from mortgage servicers and ensure they are received timely; follow up with servicers as needed.
- Thoroughly verifies information and prepares collateral documents for homeowners to execute; includes pulling vesting deed for certain programs.
- Schedule and conduct closing appointments in a timely fashion.
- Thoroughly verifies information and prepares payoff, subordination and/or reconveyance documents; includes gathering of all required documents from requesting companies.
- Communicates both verbally and in writing with homeowners during the recertification process to ensure homeowners meet program requirements for continued assistance.
- Perform office and administrative duties as assigned.
- Assist management in other duties, as assigned.

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.
- Prefer 3- 5 years of experience in loan processing and closing activities preferred.
- Well-developed ability to manage multiple tasks/projects and deadlines simultaneously
- Prefer some knowledge of loan processing, closing policies, procedures, documents, eligibility requirements, payoff, governmental and agency requirements, terminology and automated processing systems
- Basic level of proficiency in MS Office

- Strong organizational skills and detail orientation
- Strong verbal and written communication skills
- Ability to maintain strict confidentiality and discretion

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