

# Nevada Affordable Housing Assistance Corporation

## JOB DESCRIPTION

**POSITION TITLE:** Operations Manager

**CLASSIFICATION:** Exempt / Salaried

**REPORTING RELATIONSHIP:** 1) CEO/COO

**POSITION SUMMARY:** Responsible for the direction and supervision of the central processing center activities related to the fulfillment of the program of record in supporting the program's primary objectives of preserving homeownership for low and moderate income homeowners in Nevada and assisting in the stabilization of Nevada communities. These activities include but are not limited to: Organizational development, relationship management with third parties, income and expense control, oversight of quality control, high quality of application and eligibility processes, compliance, oversight data management, funding processes and post-fund management.

### RESPONSIBILITIES AND DUTIES:

- Works with the CEO/ COO to develop and maintain a program budget consistent with realistic production and operational assumptions. Communicates program results, including program needs to associates and management on a consistent basis utilizing management reports and associate feedback
- Ensure consistency in the operational processes and meets the expectations of the central processing center
- Directs and supports the activities of the processing-eligibility teams to effectively manage and coordinate each step of the process with the effective use of software programs and systems
- Leads and supports the efforts to attract, develop and maintain relationships with servicers and external agencies. Will accompany the Eligibility Specialist in the field as necessary for training purposes
- Develops, maintains and maximizes relationships with vendors to ensure receipt of a high quality effort and reports at a low cost
- Allocates needed resources and oversees the development of facilities, systems and financial budgets for the program and projects
- Attends selected state, national and regional meetings to support program and relationship development while staying current with market trends
- Stays current on market conditions, including market movement and regulatory issues to maximize opportunities and minimize risk
- Recruits and retains well qualified associates to support business development and transaction management functions
- Exercise discretion and independent judgment in each job duty, including the foregoing.

*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 in related field or equivalent experience preferred
- Experience working with grants, and applicable reporting and compliance
- Must have excellent verbal, written and interpersonal communication skills
- Proficient in Microsoft Office products, including but not limited to Word, Excel, and Outlook
- Seven to ten years experience in the financial or counseling industry required
- Familiarity with all aspects of mortgage loan industry, including origination, processing, underwriting and funding; thorough knowledge of compliance and audit processes
- Must have a good working knowledge of the servicing industry
- Demonstrated managerial and leadership skills with excellent communication, relationship management and sales skills; proven ability to effectively manage people, processes and delegate tasks while creating and fostering a productive, fun team environment
- Must be comfortable with technology solutions and possess strong computer skills

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**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.

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**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

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**Please keep a copy for your records**

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