

# Nevada Affordable Housing Assistance Corporation

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## JOB DESCRIPTION

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**POSITION TITLE:** Senior Floater

**CLASSIFICATION/STATUS:** Non-exempt / Hourly

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

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**POSITION SUMMARY:** The Senior Floater will assume projects, job duties and leadership and other responsibilities on an as-needed basis. In addition, the Senior Floater will perform administrative tasks as assigned. All activities will be performed in accordance with established policies and procedures.

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### RESPONSIBILITIES AND DUTIES:

1. Answer telephone calls and emails in a professional manner; provide accurate information, and respond to inquiries in compliance with company and regulatory policies, procedures, and guidelines.
2. Identify problems and concerns and offer appropriate solutions.
3. Ensure the confidentiality of all personally identifiable information (PII).
4. Review files to verify data is complete and meets established standards.
5. Assist in preparation and filing of homeowner related documents and correspondence. May retrieve homeowner related documents and correspondence for research in accordance with organization security policy and procedures.
6. Deliver orientation and training as requested. Ensure the integrity of the training and identify unmet training needs.
7. Liaise with staff, supervisors, managers, and third parties to gather information and resolve issues.
8. Provide feedback to management for operational improvement.
9. Knowledgeable in policies and procedures, program guidelines, and term sheets.
10. Adhere to established company and other approved policies and procedures.
11. Respond to mortgage servicer inquiries and requests.
12. Monitor records from mortgage servicers and ensure they are received timely; follow up as needed.
13. Gather and prepare required documents, which may include payoff, subordination, reconveyance and/or other documents.
14. Schedule and conduct closing appointments in a timely fashion.
15. Perform office and administrative duties as assigned.
16. Provide support to management in the performance of other duties as required by management.
17. Work independently within clear guidelines and established organizational policies and procedures.

**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.**

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### QUALIFICATIONS AND REQUIREMENTS:

1. High school diploma or equivalent.
  2. 3-5 years of customer service.
  3. Knowledge of loan processing, closing procedures and documents, eligibility requirements, payoff, governmental and agency requirements, terminology, and automated processing systems.
  4. Proficiency in Microsoft Word, Excel and Outlook.
  5. Well-developed ability to manage multiple tasks/projects and deadlines simultaneously.
  6. Strong organizational skills and detailed orientated.
  7. Strong verbal and written communication skills.
  8. Ability to maintain strict confidentiality and discretion.
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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.

1. The individual is required to regularly sit at a computer and enter data for extended periods of time.
2. The individual is required to listen and talk to individuals and before groups in the performance of the job.
3. The individual is regularly called upon to deal with stressful situations and a high work volume.
4. The individual is regularly required to stand, walk and drive for extended periods of time.
5. 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.
6. The individual is occasionally required to lift up to 25 lbs.
7. 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

**Please keep a copy for your records**

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