**GENERAL SUMMARY**

Support the Housing Development Program Managers by performing a broad range of analytical, coordinating, and monitoring tasks related to the housing development department’s loan and grant programs for new construction and rehabilitation of affordable housing. This includes initial document preparation, loan/grant closings, filing, record keeping, dealing with clients and internal departments such as servicing and accounting.

**ESSENTIAL DUTIES & RESPONSIBILITIES**

*The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Employees may be requested to perform job-related tasks other than those specifically presented in this description.*

* Manage and track all stages of loan pipeline, coordinating workflow with other Loan Processors, Program Coordinators, Program Managers and Tax Credit Manager.
* Prepare and maintain accurate internal and external use reports. Ensure reports are generated regularly and on schedule.
* Order third party reports such as market studies, architectural reviews, appraisals, etc.
* Review and determine completeness of loan application materials per checklist. Process and track external funding requests and approvals.
* Coordinate loan/grant related interdepartmental activities and loan closing providing or requesting information as needed.
* Prepare closing checklists and prepare accurate initial loan/grant documents consistent with loan approvals and program policies for Program Manager review.
* Determine applicability of closing checklist requirements and communicate requirements to borrowers
* Review draw requests according to written procedures and determine funding recommendations, which must be supported by documentation.
* Complete all files according to established file management system and checklists and maintain detailed record keeping systems.
* Work with the clients and funding partners to obtain required documentation in a timely manner.
* Prepare check requests and invoices. Process invoices for payment from direct cost accounts, maintains documentation and balances with accounting department on a regular basis.
* Prepare and distribute loan and tax credit documentation such as loan award letters, deficiency notices, preliminary and final rejection/award letters, Land Use Restriction Agreements, etc.
* Perform other related duties of a similar nature and level as assigned.
* Employees are required to comply with safety regulations, procedures, and protocols.

**MINIMUM QUALIFICATIONS**

**Education and Experience**

Bachelor’s in business administration, real estate, urban studies/planning or closely related field and 4 or more years of relevant work experience in commercial loan processing or real estate. May substitute 6 or more years of relevant work experience in commercial loan underwriting/processing, lending and credit analysis, or real estate development for education requirement. Knowledge of federal, state, and local housing programs preferred.

**Conditions of Employment**

* Valid NM Driver’s License

**KNOWLEDGE, SKILLS, and ABILITIES**

* Relate to and interact with a non-traditional and diverse customer and employee population
* Ability to multi-task
* Work independently
* Balance competing requirements and needs of client organizations
* Handle common inquiries or complaints
* Exercise good judgment and focus on detail as required by the job
* Knowledge of and experience in title searches and escrow procedures
* Perform mathematical calculations and analyze data
* Operate standard office equipment, such as computer keyboards and monitors, copiers, scanners, and telephone
* Use (or learn to use) computer software and systems applicable to the position
* Follow oral and written instructions and procedures
* Collect, organize, and interpret data and prepare accurate records
* Compare data from a variety of sources for accuracy and completeness
* Organize large volumes of detailed data and information
* Verify and maintain accuracy of detailed data and information, detect data errors
* Meet schedules and deadlines of the work unit
* Communicate in English effectively orally and in writing
* Maintain well-organized materials, files, systems and tools
* Adapt to changes in work situations and priorities
* Reason/analyze; use logic to identify and resolve problems
* Evaluate, organize, and summarize data and information
* Make varied arithmetic computations
* Must be highly attentive to detail and possess the ability to handle multiple tasks and stressful situations with diplomacy

**Non-Negotiables**

* Provide high level of quality service to external as well as internal customers 100% of the time
* Promote a team environment 100% of the time
* Positive support of management decisions
* Dependable and productive
* Good communication and interpersonal skills
* Shows initiative and works independently
* Produces quality work products
* Exhibits adaptability and flexibility

**WORK ENVIRONMENT**

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Work is performed in a standard office or indoor environment. Essential functions are regularly performed without exposure to adverse environmental conditions, however, employees may be exposed to minor inconveniences such as occasional noise, exposure to computer screens, crowded working conditions, and/or minor heating, cooling or ventilation problems.

Employees in the position may be exposed to rude/irate customers, or other individuals.

**PHYSICAL DEMANDS**

*The physical demands described here 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.*

Performing the essential functions typically requires exerting up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and/or a negligible amount of force constantly.

The work occasionally involves walking, driving, stooping, kneeling, crouching, reaching, climbing, balancing, pushing, pulling, lifting.

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*MFA is an Equal Opportunity Employer.*

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| --- | --- |
| **Employee’s Signature:** |  |
| **Date:** |  |
| **Supervisor’s Signature:** |  |
| **Supervisor’s Title:** |  |
| **Date:** |  |