

TYPE A: HCD STAFF DUTIES

LOAN PROCESSORS

Client Intake - assisting walk-in inquiries and scheduled appointments
Loan Processing: conduct initial income and program eligibility review
Respond to all case inquiries from lender, title company and homebuyer
Ensure program disclosures are signed and complete
Doc prep on all homebuyer cases
Conduct initial review of loan closing docs
Update Rehab Pro direct on case file status
Provide Program Manager with status reports
When required, assist Program Manager with outreach events
Conduct Post Closing; ensure docs are recored, scanned
Became nationally certified as a Homebuyer Education Trainer

PROGRAM MANAGER

Prepare TYPE A Activity report provided to the Board
Review front end and back end ratios on the files
Provide program specific reports to Director, City Liaison, Finance
Conduct research on previous fiscal years for performance tracking
Provide TYPE A website updates and HCD updates
Review Loan Closing Docs for accuracy
Issue the clear to close to the Title company
Manage homebuyer pipeline; assign files
Update Rehab Pro Direct with case file status
Track program funding, ensure availability
Train staff on lending industry updates; TRID and FHA
Community Outreach events; Homebuyer Fairs, Lender Lunch and Learns, Affordable Housing Summit
Process all subordination requests
Became nationally certified as a Homebuyer Education Trainer



PROPERTY ADVISORS

Communicate with Seller and Homebuyer
Conduct HQS Inspection on all homebuyer transactions
Process lead based paint inspection
Operations Program Manager signs off on completed HQS
Once the PA provides approved HQS inspection, LP can continue processing file

STAFF ASSISTANT AND MANAGEMENT AIDE

Process payoff and release of lien requests that are routed to the ACM for final approval and signature
Receive subordination requests
Conduct recertification of homebuyer files for compliance
Scan closed files into laserfiche
Receive and pull files from retention
Ensure that homebuyer files are organized and easily accessible in the basement and LP file area
Handle all inbound calls regarding the homebuyer program
Ensure that homebuyer processing steps and program information pamphlets are readily available
Verify quarterly timesheets are submitted