

REAL ESTATE OWNED COORDINATOR
APPLICATION DEADLINE IS THURSDAY, OCTOBER 20, 2016 AT 11:59PM

Division: Mortgage Loan Servicing
Reports to: Director of Mortgage Loan Servicing
Location: Nashville, TN
Full-time/Part-time: Full-time
Salary Grade: 32
Monthly Salary Range Minimum: \$3,533
FLSA Classification: Non-exempt (01)

Critical features of this job are described under the headings below. They may be subject to change due to changes in our business processes or other business-related reasons.

POSITION SUMMARY: Responsible for duties associated with mortgage loan delinquency, loss mitigation, property preservation, foreclosures, real estate owned (REO) properties and other loan servicing activities of the organization; provides technical support to the director; assists in implementation and administration of the systems related to servicing.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Essential duties and responsibilities include the following. Other duties may be assigned.

- Maintains effective working relationships with real estate professionals, attorneys and mortgage servicing vendors utilized to carry out loan servicing activity in the agency's loan programs.
- Makes direct contact with borrowers, including face to face interviews, discusses loss mitigation workout plans, collects documentation, and verifies occupancy of properties.
- Provides for timely analysis of property condition, schedules repairs, provides for initial marketing analysis, and creates loss projections,
- Proposes marketing strategies to minimize losses to the agency.
- Reviews listing agreements, broker reports, and inspection reports, and makes determinations on repairs and needed action to result in timely disposition of foreclosed property.
- Reviews purchase offers and compares to initial projections, makes recommendations to manager for response to offers, makes counter offers as directed by manager, and reviews real estate contracts for completeness prior to forwarding to agency approver.
- Meets with field service vendors, confirms property conditions, reviews repairs completed and provides for secondary property inspection checks for vendor performance measures.
- Provides regular reports and activity logs on field visits, property reports and monthly summary reports on face to face meetings, preservation activity and REO properties.
- Suggests actions to improve compliance with agency regulations; suggests new or updated policies and procedures to improve servicing performance.
- Verifies properties are in conveyance condition.
- Works with vendors on strategies and activities to decrease vandalism at properties; files insurance claims on vandalized properties.
- Assists with the documentation of mortgage insurance claims, preparation of claims and the review of claims as necessary.
- Processes bills, invoices and maintenance requests for REO properties and property preservation needs in line with agency procedures.

- Prepares requests to Federal Housing Administration (FHA)/Veterans Administration (VA)/United States Department of Agriculture (USDA) and other mortgage insurers for “over-allowables”, repairs, and preservation activity.
- Provides support to other loan servicing collection, loss mitigation and foreclosure activity in the division as necessary.

MINIMUM QUALIFICATIONS

The requirements listed below are representative of the knowledge, skills, and/or abilities required. Must have a valid driver’s license, acceptable driving record, the ability to climb stairs or ladders, inspect properties and verbally address difficult conversations. Must have the ability to travel statewide including overnight travel as required.

Education and Experience:

- High school diploma or GED.
- Post-high school certification preferred, especially Bachelor degree.
- One year of related experience.

The above qualifications express the minimum standards of education and/or experience for this position. Other combinations of education and experience, if evaluated as equivalent, may be taken into consideration.

Knowledge, Skills, Abilities, and Competencies:

- **This employee will have access to sensitive and confidential data; therefore, confidentiality must be maintained at all times.**
- Knowledge of methods in the practice of mortgage loan servicing.
- Knowledge of FHA, VA, USDA/Rural Housing, and Private Mortgage Insurance (PMI) regulations.
- Familiar with real estate contracts and valuations including Appraisals and Broker’s Price Opinion.
- Ability to effectively monitor the organization’s servicers.
- Strong interpersonal skills.
- Ability to work well with associates and the public.
- Excellent verbal and written communication skills.
- Builds and maintains positive relationships with internal and external constituents.
- Strong organizational skills.
- Strong time management skills; uses time effectively; consistently meets deadlines.
- Ability to exercise good judgment in evaluating complex situations.
- Ability to adjust to frequent procedural change.
- Documents regularly, thoroughly, accurately, and completely.
- High level of detail and accuracy.
- Exercises good and consistently fair judgment, courtesy, and tact in dealing with the staff and public in giving and obtaining information.
- Computer literate; proficient in Microsoft Word, Excel, Outlook, and the internet; able to effectively adapt to and use other computer systems as needed for daily activities.

Special Demands:

The special demands described here are representative of those that must be met by a staff member to successfully perform the essential functions of this job.

- Current, valid driver’s license from domicile state and the ability to drive.
- Frequent in-state travel, including overnight travel. (Approximately 50-60% travel).
- While performing the duties of this job, the employee is regularly required to sit; stand; use hands to finger, handle or feel; and talk and hear.
- The employee is frequently required to walk; reach with hands and arms, and stoop, kneel, or crouch.
- Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust focus.

EQUAL OPPORTUNITY/EQUAL ACCESS/AFFIRMATIVE ACTION EMPLOYER

APPLICATION MUST BE COMPLETE AND RESUME ATTACHED FOR CONSIDERATION

PLEASE VISIT OUR WEBSITE AT WWW.THDA.ORG AND FOLLOW THE ONLINE APPLICATION INSTRUCTIONS

Program Administrator (Coordinator 1)

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9/21/2016