

VERMONT HOUSING FINANCE AGENCY
JOB DESCRIPTION

JOB TITLE: HOMEOWNERSHIP OPERATIONS SPECIALIST

Reports To: Homeownership Operations Manager

Job Grade: 22

Date Created: 7/10/2024

Last Reviewed: 9/3/2024

Last Modified: 9/3/2024

SUMMARY OF POSITION:

This position is responsible for providing support to the Homeownership Operations Manager. Responsibilities will include data entry and information management, creating and maintaining homeownership department policies and procedures, report tracking, identifying and implementing operational efficiencies, supporting program changes and special projects and staff training. The position will also provide support to the Compliance Specialists during periods of high mortgage production.

SPECIFIC RESPONSIBILITIES:

1. Acquire and maintain knowledge of the systems and software utilized by Homeownership staff. This includes MITAS Loan Master/OR, Mail Chimp, Microsoft Office 365 Suite, SharePoint, Teams and FileZilla.
2. Provide support and maintenance for the systems used by Homeownership. This includes updating required tables and charts, reviewing and updating systems reference materials, collecting and analyzing system data, assisting with the lender portal and developing tools for internal use.
3. Support for updating Homeownership managed text on the public website and working with IT to maintain operation of all on-line forms, guides, trainings, event tracking and upload tools.
4. Support the Compliance Specialists during high-volume production periods. This includes file intake, document management, pipeline review, review and update QC report items, data entry and check ordering. Also requires contact with lending partners, non-profit partners and occasional closing agent contact.
5. Coordinate with other department's system changes and data and procedural revisions.
6. Prepare and maintain internal procedures for this position and all general tasks associated with production and operations, as well as organize and review procedures for all other positions.
7. Assist with program development, collecting organizing, and analyzing data, and work with production staff on the required data entry and reporting needs.
8. Recognize potential operational and procedural issues and take steps to resolve them and create detailed documentation describing the issue and the correction.
9. Provide support for projects and for management of the Project Management tool.
10. Quarterly reconciliation of all Homeownership budgets with Finance Department.
11. Preparing quarterly and annual reporting for federal agencies.
12. Review of annual HUD limits and calculation of VHFA income, purchase price, recapture and safe harbor income limits, based on the rules and special considerations that apply for the specific year.
13. Position requires office presence as determined by Operations Manager and Director of Homeownership for training, software upgrades, staff support, projects and other needs as they arise. In addition, a minimum of one day per week may be required to support production volume and staff absences.
14. Perform other duties as assigned.

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SUPERVISES: This position does not supervise.

EDUCATION REQUIREMENTS:

- ◆ Must have associate degree or equivalent work experience.

JOB KNOWLEDGE AND EXPERIENCE:

- ◆ Advanced knowledge and proficiency with Microsoft Office 365 Products, Teams, SharePoint required.
- ◆ Experience with mortgage loan processing required.
- ◆ Experience with document management required.
- ◆ Experience with data management preferred.
- ◆ Experience with automated loan origination systems preferred.
- ◆ Experience with Drupal and HTML website design is desirable.
- ◆ Experience with data conversion and project management is desirable.

GENERAL JOB QUALIFICATIONS:

- ◆ Must demonstrate outstanding verbal and written communication skills.
- ◆ Must have strong organizational skills and attention to detail.
- ◆ Must be able to balance multiple priorities with sensitive timelines.
- ◆ Ability to work independently and collaboratively in a team environment.
- ◆ Must have exceptional customer service and people skills.
- ◆ Travel may be required to attend software provider conferences.
- ◆ Aligned with [VHFA's VIIBE](#): Agency Values of Integrity, Innovation, Belonging, Equity.
- ◆ Demonstrated willingness and ability to speak up in the face of injustice.
- ◆ Ability to work well independently, as part of a team, and with a wide variety of community members and partner agencies.

ACKNOWLEDGMENT

I have read the above job description. I understand the duties and responsibilities of the position.

Print or type your name: _____

Sign your name: _____ **Date:** _____