

## **PROGRAM DEVELOPMENT COORDINATOR**

**APPLICATION DEADLINE IS FRIDAY, MARCH 4, 2016 AT 11:59PM**

**Division:** Single Family Programs  
**Reports to:** Assistant Director of Single Family Special Programs  
**Location:** Nashville, TN  
**Full-time/Part-time:** Full-time  
**Salary Grade:** 34  
**Monthly Salary Range Minimum:** \$3,857  
**FLSA Classification:** Exempt (03)

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:** Assists in the development of mortgage programs and the promotion, training and education of new program initiatives; provides technical support to the Assistant Director of Single Family Special Programs, the Director of Loan Operations and the Chief Administrative Officer of Single Family Programs, as well as assisting in implementation and administration of the systems related to homeownership and statistical data on mortgage loans.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

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

- Assists the Assistant Director of Single Family Special Programs with the administration of the Attorney General Foreclosure Prevention Counseling Program (AG FPC) and the Attorney General Legal Assistance program.
  - Processes sub-grantee reporting data and scrubs production reports.
  - Generates and disburses weekly production-based payments to the sub-grantees.
  - Retains and organizes all sub-grantee reporting data and all disbursement information.
  - Assists with all AG FPC reporting, including the aggregating of sub-grantee data and the completion of quarterly and final grantee reports.
- Evaluates and recommends enhancements to the current Mortgage Revenue Bond (MRB) program and alternative funding sources for future mortgage programs.
- Provides technical expertise and guidance to the Single Family Staff as directed by the Assistant Director of Single Family Special Programs, Director of Loan Operations or the Chief Administrative Officer of Single Family Programs.
- Assists with the design of new programs by analyzing business requirements, constructing workflow charts and process-flow diagrams, and making recommendations on specific program needs.
- Prepares and reviews program designs with division staff to ensure compatibility with needs.
- Assists in the creation and maintenance of the Program Guides and Policy and Procedure Manuals.
- Assists with some aspects of training new employees, existing staff, Non-Profit Partners, and Lending Partners.
- Prepares regular status reports that track activities and performance.
- Acts as a liaison between Lenders and Single Family's Business Analyst for the setup and maintenance of end-users of Loan Operation System.
- Works closely with Information Technology to design, develop, execute, and modify data reports for new programs.
- Works closely with Community Outreach in implementing effective marketing strategies to generate loan production.

- Maintains a current awareness of economic and real estate trends and performs regular analysis or reports on trends in the industry.
- Maintains effective working relationships with private mortgage insurance companies, financial institutions and mortgage servicing institutions across or contiguous to the state participating in the agency's loan programs.
- Maintains knowledge of industry loan products, processing procedures, underwriting and general guidelines to include changes and updates.

**MINIMUM QUALIFICATIONS**

The requirements listed below are representative of the knowledge, skills, and/or abilities required.

**Education and Experience:**

- Bachelor's degree and/or post high school certification in business administration, accounting, marketing or related field preferred.
- Three years of experience in the lending/housing industry and/or as a Business Analyst.

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:**

- Knowledge of methods of the practice of mortgage loan origination and servicing.
- Ability to effectively monitor the organization's originating agents and servicers.
- Ability to effectively deal with complex issues and manage complex projects while working under pressure to meet deadlines.
- Excellent problem solving, analytical skills, and decision making skills.
- Ability to think creatively and work independently.
- Maintains credibility through sincerity, honesty, and discretion.
- Strong interpersonal skills.
- 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.
- 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.
- Occasional in-state and out-of-state travel, including overnight 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 occasionally 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**

**PLEASE VISIT OUR WEBSITE AT [WWW.THDA.ORG](http://WWW.THDA.ORG) AND FOLLOW THE ONLINE APPLICATION INSTRUCTIONS**

**APPLICATION MUST BE COMPLETE AND RESUME ATTACHED FOR CONSIDERATION**