



## Wyoming Community Development Authority Job Description

JOB TITLE: Loan Compliance Specialist/Admin Support      PAY GRADE: 3  
DEPARTMENT: Finance & Administration      FLSA STATUS: Non-Exempt  
REPORTS TO: Director of Office Administration      REVISED: July 2014  
SUPERVISORY RESPONSIBILITY: None

Overall Job Purpose: To perform loan document review on WCDA mortgage servicing loans; backup front desk, answering phones, and customer service.

### WCDA VALUES

**Accountability:**

Takes full responsibility for own actions; Trustworthy; Follows up personally and monitors progress to ensure that things stay on track; Holds self and others accountable for keeping commitments; Exhibits attention to detail

**Communication:**

Ensures that information and ideas are flowing in all appropriate directions; Shares information appropriately and openly; Is accessible and receptive to both good and bad news; Conveys information in a clear manner; ensures that others understand; Asks for input, listens actively and makes sure others' opinions are heard; Maintains composure and exhibits humility when expressing opinions and ideas

**Initiative and Creativity:**

Plans work and carries out tasks; Makes constructive suggestions; prepares for problems or opportunities in advance; Undertakes additional responsibilities; Responds to situations as they arise with minimal supervision; Creates novel solutions to problems; Evaluates new technology as potential solutions to existing problems

**Judgment:**

Makes sound decisions; Bases decisions on fact rather than emotions; Analyzes problems skillfully; Uses logic to reach solutions

**Cooperation/Teamwork:**

Works harmoniously with others to get a job done; Responds positively to instructions and procedures; Able to work well with staff, co-workers, peers, and managers; Shares critical information with everyone involved in a project; Works effectively on projects that cross functional lines; Helps to set a tone of cooperation within the department and across other departments; Coordinates own work with others and seeks opinions; Values working relationships; When appropriate-facilitates discussion before decision-making process is complete; Responds to phone/email questions promptly

**Quality of Work:**

Maintains high standards despite pressing deadlines; Does work right the first time; Corrects own errors; Regularly produces accurate, thorough and professional work

**Reliability:**

Personally responsible; Completes work in timely, consistent manner; Works hours necessary to complete assigned work; Is regularly present and punctual; Arrives prepared for work; Is committed to doing the best job possible; Keeps commitments

**Commitment to Safety:**

Understands, encourages, complies with, and carries out safety policies and procedures of the Authority; Takes personal responsibility for safety

**Support of Diversity:**

Treats all people with respect; Values diverse perspectives; Provides supportive work environment for all workforce  
Supports WCDA's philosophy of EEO; Treats others fairly; Recognizes differences as opportunities to learn and gain by working together; Values and encourages unique skills and talents; Seeks and considers diverse perspectives and ideas

**Leadership:**

Acts as a mentor and empowers others to do their best work; Identifies opportunities to make needed changes; acts as a catalyst; Uses persuasion and influence to connect others; Helps others keep on track; Gives honest and helpful feedback, supports the success of others; Celebrates success and gives credit to others

#### KNOWLEDGE/SKILLS/ABILITIES

Familiarity of mortgage loan files

Strong organizational skills

Must be detail oriented and strive for accuracy

Must be able to work independently

Ability to multi-task

Ability to communicate information in a clear manner both verbally and in writing

Ability to accurately file documents numerically and alphabetically

Accurately place loan files in proper place and general filing duties

Must enjoy dealing with people

Superior customer service skills

Extensive experience with a multi-line telephone system

Must possess strong phone skills and knowledge of proper phone etiquette

Ability to quickly assess caller's inquiry in order to forward calls to correct department

Skill in counting money and making change

Ability to add mortgage loan payments, including use of 10 key calculator

Ability to scan documents into an imaging system

Excellent teamwork, communication, and interpersonal skills

Basic typing skills (45 wpm)

Working knowledge of MS Word and Excel

#### IMPACT AND ACCOUNTABILITY

Perform loan compliance audits of Servicing and Single Family loan files in a timely manner

Ability to perform all loan compliance audits and administrative functions, as required

Update compliance manuals

Assist Director of Administration as needed (i.e. input of new loans/purchases)

Accept all homeowner's mortgage payments that are made in person and make change when necessary

Add payments for the Servicing Department and total daily cash receipts

#### RELATIONSHIP RESPONSIBILITY

Answer general inquiries about WCDA

Respond to auditor's questions in regard to loan compliance

Back-up function in answering incoming telephone calls, receive customer payments, and assist customers as needed

Back-up function for general office duties

Back-up for mortgage payments

Responsible for referring incoming calls, customers, or guests to the appropriate department

#### SUPERVISORY RESPONSIBILITY

None

#### OTHER SKILLS AND ABILITIES REQUIRED

Must be able to lift a minimum of 10 pounds

Able to sit/or drive 4 to 7 hours per day

Able to stand 0 to 2 hours per day

Able to walk 0 to 2 hours per day

Able to work 5 days per week

Possess or have ability to obtain a valid driver's license

Able to travel overnight and/or same day

Able to perform sedentary work

Able to bend/stoop, reach, push/pull and climb stairs occasionally

Able to talk, hear and converse with customers and co-workers

Visual acuity to perform close work

Able to use hands for frequently repetitive work

Must be able to speak, comprehend, read and write using the English language

Reasonable accommodations will be considered

#### EDUCATION and/or TRAINING REQUIREMENTS

##### **Education:**

High School diploma

Associates in related field and/or a minimum 1-2 years relevant work experience

- 2 years of relevant work experience in front office/receptionist situations preferred
- 2 years of relevant work experience handling cash and counting change preferred
- 2 years answering and transferring multi-line phones

##### **Relevant Work Experience:**

Real estate lending, loan processing, or servicing experience

**Certification:** None

*This job description in no way states or implies that these are the only duties to be performed by this employee or abilities needed to perform the duties. The employee will be required to follow any other instructions and to perform any other duties requested by their supervisor(s).*