

Nevada Affordable Housing Assistance Corporation

JOB DESCRIPTION

POSITION TITLE: CPC, HCA & Marketing Manager **CLASSIFICATION:** Exempt / Salaried

REPORTING RELATIONSHIP: 1) CEO/COO

POSITION SUMMARY: Responsible for developing, implementing and executing strategic marketing plans for the organization . The CPC, HCA & Marketing Manager is also responsible for the oversight of the Central Processing Center with Credit.org are focused on Triage and Processing support calls, and call center administration activities in accordance with Nevada Hardest Hit Fund® program guidelines, performance standards and related policy and procedures. Promotes an environment focused on providing excellent customer service and quality results, as well as performance of accurate and program compliant Triage sessions and support calls.

RESPONSIBILITIES AND DUTIES:

- Works with the CEO/ COO to develop and maintain budget for the Nevada Hardest Hit Fund® Program consistent with realistic production and operational assumptions. Communicates Nevada Hardest Hit Fund® Program results, including program needs to associates and management on a consistent basis utilizing management reports and associate feedback
- Insure consistency in the operational processes and meets the expectations of the central processing center
- Directs and supports the activities of the processing-eligibility teams to effectively manage and coordinate each step of the process with effective use of software programs and systems
- Leads and supports the efforts to attract, develop and maintain relationships with servicers and external agencies. Will accompany the Eligibility & Quality Control Supervisor in the field as necessary for training purposes
- Develops, maintains and maximizes relationships with vendors to ensure receipt of a high quality effort and reports at a low cost
- Allocates needed resources and oversees the development of facilities, systems and financial budgets for the program and projects
- Attends selected state, national and regional meetings to support program and relationship development while staying current with market trends
- Stays current on market conditions, including market movement and regulatory issues to maximize opportunities and minimize risk
- Recruits and retains well qualified associates to support business development and transaction management functions

The duties and responsibilities described above may provide only a partial description of this position. This is not an exhaustive list of all aspects of the job. Other duties and responsibilities not outlined in this document may be added as necessary or desirable, with or without notice.

QUALIFICATIONS AND REQUIREMENTS:

- Bachelor’s degree in related field or equivalent experience preferred
- Seven to ten years experience in the financial or counseling industry required
- Familiarity with all aspects of mortgage loan industry, including origination, processing, underwriting and funding; thorough knowledge of compliance and audit processes
- Must have a good working knowledge of the servicing industry and the Making Home Affordable Program
- Demonstrated managerial and leadership skills with excellent communication, relationship management and sales skills; proven ability to effectively manage people, processes and delegate tasks while creating and fostering a productive, fun team environment
- Must be comfortable with technology solutions and posses good PC skills

PHYSICAL DEMANDS:

The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

- The individual is required to regularly sit at a computer and enter data for extended periods of time.
- The individual is required to listen and talk to individuals and before groups in the performance of the job.
- The individual is regularly called upon to deal with stressful situations and a high work volume.
- The individual is regularly required to stand, walk and drive for extended periods of time.
- The individual is occasionally required to bend, stretch and use hands to handle or feel objects, tools or controls and to reach with hands and arms.
- The individual is occasionally required to lift up to 25 lbs.
- Position requires some travel and scheduling flexibility.

JOB DESCRIPTION ACKNOWLEDGMENT:

I have received a copy of my job description dated _____. The job description describes duties and responsibilities, which apply to me. I agree to read the job description and understand it may be amended as company conditions or requirements necessitate. In that case, changes will be communicated to me.

Employee Signature

Date

Employee Name (printed)

Date

Supervisor Signature

Date

Please keep a copy for your records
