

Nevada Affordable Housing Assistance Corporation

JOB DESCRIPTION

POSITION TITLE: Eligibility & Quality Control Supervisor

STATUS: Exempt / Salaried

REPORTING RELATIONSHIP: Reports to 1.) Operations Manager 2.) Chief Operating Officer

POSITION SUMMARY: The Decisioning Supervisor is responsible for the day to day management of an assigned team of Eligibility Specialists focused on decisioning homeowner files according to Nevada Hardest Hit Fund® program guidelines and related policy and procedures. These duties ensure adherence to Nevada Hardest Hit Fund® program guidelines and achievement of job-related performance standards. Proactively trains and coaches the assigned staff on program policies and procedures as well performs file reviews. Promotes an environment focused on providing quality, accurate and program-compliant eligibility decisions.

RESPONSIBILITIES AND DUTIES:

- Oversees a decisioning team in their daily activities that includes timely handling and decisioning of homeowner files for KYHC benefit assistant ensuring that final decisions are made using the approved, appropriate and applicable program criteria guidelines, documents, approval matrices and standard operating policy and procedures.
- Optimizes pipeline management activities, workload allocation and load balancing focused on achieving performance standards and measures and ensures that associate resources are sufficient and aligned to achieve performance standards.
- Conducts frequent eligibility file reviews to ensure quality and quantity goals are met.
- Provides associate coaching and program training as needed.
- Handles complex files and responds to escalated homeowner inquires.
- Participates with management on initiatives related to processes improvement and recommends/implements changes to improve productivity, systems and quality.
- Provides subject matter expertise for process and system-related enhancements and changes.
- Oversees the accurate input of data to the DMS system.
- Sets and meets performance targets for speed, efficiency, and quality.
- Reviews the performance of staff, identifies staff training needs and plans training strategies and sessions.
- Liaises with supervisors, team leaders, operatives and third parties to gather information and resolve issues.
- Coaches, motivates and leads staff in order to meet Program's employee retention goals
- Provides response, analyses and reporting as needed regarding department standards, quality assurance and control, production, etc
- Performs other duties as assigned by management.

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:

- Bachelors degree in business or related field preferred
- 3-5 years mortgage industry and decision experience, underwriting or loss mitigation
- Previous supervisory or management position preferred
- Good judgment and a strong sense of business
- Excellent computer skills with spreadsheet and database management programs
- Ability to coach and manager staff; make corrective recommendations or actions; ability to develop others
- Ability to act responsibly and possess excellent communication skills. Ability to learn quickly and analyze data and weigh both sides of often complex issues.
- Ability to research and interpret various state and federal laws, regulations, and policies

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
