



Texas Department of Housing & Community Affairs
221 E. 11th Street, Suite 106
Austin, TX 78701
(512) 475-3800
Internet: www.tdhca.state.tx.us

Employment Announcement

Loan Servicing Coordinator in the Single Family Operations Loan Servicing Division

Job Posting Number: 18-040	State Classification: Loan Specialist I/1260
Division: Loan Servicing	State Pay Grade: B17
Department: Single Family Operations	Posting Date: April 11, 2018
Established Work Hours: 8:00 A.M. – 5:00 P.M.	Application Deadline: Open Until Closed By Division
Starting Salary: \$4,000 - \$4,167/ mo.	Duration: Full Time
Number of Openings: 1	Location: Austin, Texas

GENERAL DESCRIPTION

Performs routine (journey-level) loan specialist services related to all in-house serviced portfolio loans including, but not limited to, Bond, Housing Trust Fund, HOME, and Neighborhood Stabilization program loans. Work involves support functions for loan file, document management, scanning, quality control, and filing. Responsible for loan servicing functions related to Bond and Taxable Mortgage Program Down Payment Assistance loans. Work under moderate supervision with limited latitude for the use of initiative and independent judgment.

SPECIFIC JOB FUNCTIONS

- Setup and fund all new single family Down Payment Assistance (DPA) loans in the loan tracking system; review closed loan documents for completeness and accuracy; and, monitor any noted loan document exceptions to completion.
- Request and review annual property tax statements for in-house serviced loan portfolio; process all property tax statements for payment; and, maintain tax account data to ensure proper and timely payment of various property tax entities.
- Review and monitor all hazard insurance policies for in-house serviced loan portfolio; process payment for all insurance renewals; and, maintain insurance policy data to ensure proper and timely insurance renewal processing.
- Request and review all property tax receipts and insurance certificates for in-house serviced multifamily loan portfolio; and, maintain tax and insurance data in the loan tracking system; and, maintain property tax data in the loan tracking system.
- Request and review all property tax receipts for in-house serviced non-escrowed single family loan portfolio.



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- Process all insurance claim settlement checks received from single family and multifamily borrowers; update the loan tracking system; and, maintain documentation in borrower file.
- Responsible for generating all month end cutoff reports for all loan portfolios, and the monthly federal loan program (HOME, NSP, TCAP) activity reconciliation reports.
- Evaluates incoming applicants for program funds to determine if loan servicing deficiencies exist, provide notices to cure, track resolution and update evaluation system.
- Performs related work and other duties as assigned.
- Responsible for becoming fully knowledgeable of the Department's Enterprise Risk Management Program and its affect in the Single Family Operations and Services Division, including performing risk assessments of the Single Family Operations and Services Division high impact processes and indentifying and communicating controls to mitigate unacceptable risks.

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

- Graduation from an accredited four-year college or university with major coursework in a related field. Experience in banking, finance, mortgage lending and/or servicing, or real estate is required.
- Experience and education may be substituted for one another on a year for year basis.

OTHER FACTORS

Knowledge, Skills, and Abilities:

- Good working knowledge of mortgage lending and loan servicing practices, and mortgage industry rules and regulations.
- Good working knowledge of real estate and other loan documentation.
- Possess excellent communication and customer service skills, and the ability to produce effective written communications.
- Good working knowledge of basic accounting principles and skill in statistical concepts, methods, and mathematics; in working accurately with numerical data.
- Good working knowledge of organizational operations, scanning and image quality control, document custody and control.
- Possess good technical, analytical, and organizational skills.
- Ability to effectively adapt to changing work volumes and deadlines.
- Good working knowledge of mortgage lending software.
- Well skilled in the use of personal computers, MS Word, Excel, Explorer, and related office equipment.



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PHYSICAL REQUIREMENTS:

- Normal work environment.
- Must be able to sit or stand for long periods of time.
- Ability to lift up to 15 lbs.

OTHER:

Military Crosswalk information can be accessed at: [Military Crosswalk](#)

Must be willing to work in a non-smoking environment and adhere to all applicable Department policies and procedures. Must be willing to work overtime if necessary which may include nights and weekends. Must attend work regularly and adhere to approved work.

TO APPLY

To apply for an opening with TDHCA, you must complete the State of Texas Application for Employment electronically at www.WorkInTexas.com.

The State of Texas Application for Employment and other qualifying documentations must be submitted no later than 5:00 pm on the closing date of the job vacancy notice. For vacancies that are posted "open until filled" it is recommended that applications be submitted as soon as possible. **Online applications are stored on a secure site. Only authorized employees and hiring authorities have access to the information submitted.**

It is important that your application show all the relevant education and experience you possess. Please include all information requested, e.g. education, experience, previous compensation, reasons for leaving, and other information - do not leave any field blank. Applications may be rejected if incomplete.

Resumes will not be accepted in lieu of your online application.

ADDITIONAL INFORMATION

- Official transcripts or other minimum requirement validations will be requested of final applicants.
- A signed application will be required prior to employment.
- Criminal history checks will be conducted before an offer of employment is extended.
- Only applicants who are interviewed will receive written notification of posting results.

Thank you for considering employment at the Texas Department of Housing and Community Affairs. We fully recognize, honor and enforce the Uniformed Services Employment and Reemployment Rights Act (USERRA) and encourage opportunities to hire Veterans, Reservists and Guardsmen.

Males born on or after January 1, 1960, between the ages of 18-26, will be required to present proof of Selective Service System registration on the first day of employment or proof of exemption from Selective Service registration requirement.

The U.S. Immigration Reform and Control Act of 1986 requires new employees to present proof of identity and eligibility to work in the United States. Failure to provide this information within the required timeframe will result in the offer being rescinded.



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The Texas Department of Housing and Community Affairs is an Equal Employment Opportunity employer.