Title: Appeals Officer (PAHAF)  
Job Type: Non-Exempt ☐ Exempt ☐

Division: HEMAP  
Job Grade: 5

Reports to: Director of HEMAP

### Job Purpose

The Pennsylvania Homeowner Assistance Fund, or PAHAF, is a housing-related program funded by the U.S. Department of the Treasury to assist Pennsylvania homeowners facing financial hardship due to the COVID-19 pandemic that began after January 21, 2020, (including a hardship that began before January 21, 2020, and continued after that date). The program will provide financial assistance to homeowners for qualified mortgage and housing-related expenses to address delinquency and avoid default, foreclosure, or displacement.

The Appeals Officer will have and maintain a complete understanding of all applicable program policies, procedures, and requirements within the guidelines established to follow program compliance. They primary responsibility will be to review applicant record and make decisions on eligibility determinations. Appeals Officer may be required to communicate with PA resident borrowers, the borrower’s attorney, PHFA’s attorney, and counseling agencies.

### Essential Functions

- Responsible for securing necessary investigative information, confirmations from servicers or other service providers, property reports or any other relevant homeowner information that may need clarification and review documents when necessary for assistance in completing homeowner’s record.

- Responsible for maintaining secure access to program-related software and ensuring that all security concerns regarding software, access and passwords are followed Document, database, and file control.

- Analyze and verify provided documentation for compliance with PAHAF.

- Assist legal staff as necessary in the preparation of Commonwealth Court appeals filed by homeowners who are unsuccessful in their administrative appeal.
• Discuss individual appeals with legal staff to secure concurring approval for reversals when necessary.

• Understand program needs, policy, departmental process flows, and standard operating procedures.

• Responsible for retrieving messages and returning calls, responding to written and oral communications.

• Other duties as assigned.

**Job Requirements**

• Bachelor’s OR Associate’s degree from an accredited university in a relevant field. A combination of education and work experience will also be considered.

• Ability to exercise impartial, unbiased professional care when reviewing case files. Including the capability of the highest level of professional objectivity for gathering, evaluating, and communicating information.

• Four (4) or more years of experience providing high level review of documentation and strong analytical skills.

• Ability to perform tasks within a fast-paced environment and limited supervision.

• Excellent verbal and written communication skills and collaboration with team members.

• Must be legally authorized to work in the U.S.

**Preferred Qualifications**

General familiarity with laws governing mortgage foreclosures, due process rights and administrative agency law.