

Title: Business Development Manager

Job Type: Non-Exempt Exempt

Division: Homeownership Program Division

Job Grade: 8

Reports to: Director Of Homeownership Programs

Job Purpose

Manage and monitor the workflow of the Business Development staff as they train new and current lending partners and housing professionals on home loan program guidelines and requirements.

Establish and develop partnerships with lending institutions and other housing professionals with efforts of expanding PHFA's lending network.

Duties and Responsibilities

1. Manage and supervise the Business Development unit and evaluate staff performance to ensure the accuracy and timeliness of lender trainings and webinars.
2. Monitor the quality performance of all existing lending partners to ensure adequate training is conducted in all stages of the lending process to maintain high quality submissions from lenders.
3. Develop and maintain efficient written procedures for training manuals and marketing efforts.
4. Schedule, arrange and conduct in person and/or webinar presentations in all phases of PHFA's loan programs which includes secondary marketing, loan origination, processing, underwriting, closing and post-closing, etc.
5. Write marketing articles for mortgage newsletters, business magazines and Real Estate related housing organizations.
6. Create and maintain PowerPoint presentations, marketing materials, flyers, brochures and training tools for lenders and housing professionals.
7. Create original webinar announcements for marketing events and maintain webinar recordings.
8. Maintain and update program requirements for the Homeownership Programs lender website resource page.
9. Respond to questions from Lenders, Housing Professionals and customers regarding the Homeownership Programs including complaints and difficult issues that may arise.
10. Coordinate annual lender awards, lender events and marketing projects/events. This includes delivering presentations, setting up and staffing marketing events in person or via virtual platforms as directed.
11. Speak publicly to represent the Agency by traveling to community and/or legislative events, forums, panels, podcasts, webinars and in-person trainings throughout the Commonwealth. This often requires evenings, overnight and occasional weekend travel.
12. Perform annual employee evaluations.
13. Manage and monitor the email distribution database and lender maintenance system to ensure accuracy.

14. Complete monthly assessments of the quality and performance of the lender's loan submissions and develop a plan to help correct any issues. This may require conference calls, customized onsite presentations and/or webinars to maintain home loan program standards.
15. Develop and monitor external business partnerships with lenders, Realtors and other Housing Professionals to establish stronger business relationships.

16. Monitor and manage the pipeline of incoming new lender applications and third party originators application received via VirPack. Develop and maintain VirPack application review guidance.
17. Attend meetings with the Managers and Director of Homeownership Programs to maintain and improve division operations.

Additional duties as assigned by the Homeownership division director.

Job Requirements

Education: Bachelor's degree in Business Management, Business Administration or Business Marketing preferred. Education credits or at least 3 years of work experience in mortgage lending preferred.

Experience: Minimally five years of work experience, demonstrating increasing responsibility for mortgage originations, mortgage marketing, business development, management and staff supervision. Understanding of mortgage lending industry in all phases: secondary marketing, loan originations, processing/underwriting and closing/post-closing.

Knowledge/ Skills: Ability to communicate effectively and professionally in verbal and written forms.

1. Exhibit good interpersonal skills with the ability to encourage, guide and direct staff.
2. Knowledge of Ginnie Mae, Fannie Mae, Freddie Mac, FHA, RHS and VA guidelines.
3. Detail oriented with the ability to recognize inconsistencies.
4. Dependable with a proven attendance record.
5. Ability to write articles and newsletters as it relates to mortgage programs.
6. Valid Pa. Drivers' license required.
7. Be willing to travel including overnight as well as occasional weekends.
8. Must be proficient in Microsoft Office including Word, Excel, PowerPoint and Publisher. WebEx experience required.
9. Ability to meet deadlines and work under pressure in periods of heavy volume in a professional, business-like manner.