

**Title:** Business Development Officer I

**Reports to:** Business Development Manager

**Division:** Homeownership Programs Division

**Job Grade:**5

**Location:** Harrisburg

### **Job Purpose**

The Business Development Officer is responsible for training new and current lending partners on home loan program guidelines and requirements. This person will also represent the Agency at various events while marketing and promoting PHFA products across the Commonwealth to consumers, housing partners and government entities.

### **Essential Functions**

1. Maintaining a physical presence at the office is required to collaborate with team members. A hybrid work schedule may be obtained at a later time.
2. Schedule, arrange, and present face to face training sessions and conduct webinar meetings for partnering lenders to keep them informed on PHFA guidelines regarding loan origination, processing, underwriting, closing and post-closing.
3. Represent PHFA at various conferences, regional trainings, meetings and homebuyer events. This includes delivering presentations and/or setting up and staffing a display table for the purpose of distributing marketing materials and discussing the programs with potential and current partners plus consumers.
4. Develop and maintain documents, marketing materials, and training tools (PowerPoints, flyers, brochures, etc.) for presentations, events and the PHFA website.
5. Speak publicly to represent the Agency by traveling to community and/or legislative events, forums, panels, and trainings throughout the Commonwealth. This often requires evenings, overnight and occasional weekend travel.
6. Assist with responding to Division's general email and telephone inquiries.
7. Maintain an on-going communication including on-site visits as well as written communication with PHFA's current lending partners as an "Account Advisor". The goal is to provide excellent customer service, as well as to ensure compliance with PHFA loan product guidelines.
8. Maintain a clear understanding of assigned lender's reports on productivity, loan deficiencies and more.

9. Contribute concepts, ideas, and suggestions to Business Development Unit meetings to help organize various division events and marketing efforts.
10. Process new participating lender applications.
11. Assist lenders with specific problems and issues related to program guidelines and loan requirements, which may require customized onsite presentations and/or webinars to maintain Homeownership standards.
12. Prepare monthly activity reports and other duties as assigned.

### **Job Requirements**

**Education/Experience:** Associates degree or higher preferred. Related experience in marketing, pipeline management, training and public speaking.

**Knowledge/Skills:** Good analytical and investigative skills.

- Excellent written and verbal communication skills.
- Proficient and experienced public speaking skills.
- Ability to multitask and having effective time management skills are imperative.
- Must be a team player.
- Ability to share creative ideas and brainstorm when needed.
- Must be proficient in Microsoft Office including Word, Excel, PowerPoint and Publisher. AS400 and WebEx experience is a plus.
- Be willing to travel, including overnight as well as occasional weekends.