

**Title:** Post-Closing Manager

**Reports to:** Director of Homeownership

**Division:** Homeownership Programs

**Job Grade:**8

**Location:** Harrisburg

### **Job Purpose**

Direct and coordinate the activities of the Loan Purchase staff to ensure excellent customer satisfaction and Agency profitably.

### **Essential Functions**

1. Supervise the loan purchase staff to ensure accurate and timely purchase of loans from our lending partners.
2. Assist staff with issues they are unsure how to resolve.
3. Assist Lenders with issues they are unsure how to resolve.
4. Monitor the Expired Reservation report to offer assistance to lenders that have loans with impending expirations or expired reservations.
5. Oversee the timely processing of Completion Escrow draw requests for previously purchased loans.
6. Ensure that loans are purchased and transferred into the correct Series as directed by the Finance Department.
7. Monitor, review and update loan setup figures for new loans boarding the Black Knight system.
8. Generate a memo when instructed by Finance to open a new Bond Issue. This memo informs other Units and Departments to complete their tasks to set up the new bond issue which enables the lenders to reserve loans.
9. Attend Manager meetings to maintain and improve division operations.
10. Research Quality Control findings and attend monthly meetings to discuss the issues and implementation of changes when needed.
11. Ensure staff is trained and up to date on new policies and procedures.
12. Monitor the quality of lender performance to assure adherence to Agency policies, procedures and guidelines.
13. Work with Business Development Supervisor/ Manager on lender performance problems.
14. Review and monitor departmental procedures and work flow in order to improve the efficiency and effectiveness of staff output.

15. Perform annual employee performance evaluations.
16. Attend conferences and offsite meetings as directed.
17. Provide monthly department activity report to the Director.

## **Job Requirements**

**Education:** Bachelor's degree from an accredited college or university.

**Experience:** A minimum of 5 years relevant work experience or at least two years of relevant experience.

**Knowledge/ Skills:** Ability to analyze and solve problems quickly using good judgment.

- Exhibit excellent oral and written communication skills.
- Exhibit excellent interpersonal skills.
- Exhibit ability to work closely with staff.
- Ability to safely and successfully perform the essential job functions consistent with the ADA, FMLA and other federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
- Ability to maintain regular, punctual attendance consistent with the ADA, FMLA and other federal, state and local standards.

**Licenses/ Certifications:** N/A