

Title: Special Initiatives Officer I

Job Type: Non-Exempt Exempt

Division: Homeownership Programs

Job Grade: 5

Reports to: Senior Special Initiatives Officer

Job Purpose

Provide excellent, compassionate customer service to individuals and households who contact PHFA with home repair and accessibility issues. Originate and close loans or approve grant requests; review construction contracts; assist with dispute resolution; and disburse loan and grant proceeds on behalf of borrowers/grantees using PHFA home repair programs.

Essential Functions

1. Assist homeowners to apply for the Special Initiatives loan or grant programs; participate from pre-application to construction completion.
2. Originate, underwrite, close and provide construction-related support for Special Initiatives loans, such as HEELP, Pennvest, and R&R Loan, and determine eligibility for the R&R Grant program, to be in compliance with internally developed criteria and applicable state and federal requirements.
3. Communicate application concerns, and credit and grant determinations to applicants.
4. Ability to discuss and resolve concerns related to files with supervisor, business partners and advocates for the applicants such as legislators and social services providers.
5. Support local program administrators and lending partners in Special Initiatives programs through written and verbal communications regarding responsibilities and monitor performance as our lending and home evaluation partners. Escalate concerns of partner performance to Senior Officer and Manager.
6. Maintain partner relations and approvals data including approving new, maintaining relations with existing, and purging expired partner lists, including those for HEELP approved contractors, and notary and closing agents. Update website and internal information as needed.
7. Ensure timely, accurate payments to contractors and business partners.

7. Keep borrower files based on program checklists, Agency, and state and federal loan requirements. Scan and dispose of information per Agency requirements, demonstrating appropriate concern for customer information privacy.
8. Analyze and discuss programmatic issues at periodic Special Initiative unit meetings.
9. Update program forms, documents, marketing information, website content and related materials per request by management.
10. Participate in unit, division and agency meetings.
11. All officers are expected to complete special assignments and handle additional duties that may be assigned by their supervisor, the Special Initiatives Manager, another division manager or the division director. Monitor and/or report on any special tasks assigned.

Job Requirements

Education: Bachelor's degree Business with three to five years of experience or the equivalent in education and/or experience. Previous experience as a residential mortgage or consumer lending processor or underwriter preferred.

Knowledge/ Skills:

1. Able to perform accurate data entry in "green screen" databases.
2. Proficient with Microsoft Outlook, Word and Excel. Intermediate Excel skills including knowledge of basic calculations, charts, tables and graphics is a plus.
3. Must demonstrate attention to details including mathematical accuracy and ability to meet work timelines.
4. Excellent organizational skills that result in fully-documented borrower files.
5. Must possess above average verbal and written communication skills. And, demonstrate the interpersonal skills to work as part of a team, as well as the initiative to work independently.
7. Must be able to work in a hybrid manner, combining in-person attendance and telework, as assigned by the Agency.
8. Able to provide consistent and compassionate customer service to customers and potential customers.

9. Employee is required to work at the Harrisburg, PA office during scheduled business hours. Employee may be required to telework, or be required to work a combination of teleworking and working at the physical location of the Harrisburg, PA office, as determined by the Division Director.

Travel

None Light Frequent Other: Minimal travel, some overnight.

Working Conditions

Physical Demands: Lifting/Carrying Walking Sitting Standing Other

1. Successfully perform job in an open floor plan office space. Estimated noise level: low with multiple conversations occurring in adjacent areas to all employees.
2. Must be able to receive and communicate program information clearly by telephone, in person, and email.