



# Lending Partner Customer Service Specialist

Position available at Minnesota Housing Finance Agency

**POSTING DATE:** December 19, 2012

**EXPIRATION DATE:** January 2, 2013

## Summary of Position

Provide high-level and comprehensive problem-solving assistance to Agency business partners (lenders, real estate agents, etc.) regarding Agency home mortgage, down payment and home improvement programs. This is a position on a newly created team. It provides a unique opportunity to develop and create the role.

## Essential Job Duties

Provide high-level and comprehensive problem-solving assistance to Agency business partners (lenders, real estate agents, etc.) regarding Agency home mortgage, down payment and home improvement programs, including:

- Agency requirements/guidelines
  - Agency processes
  - Agency forms
  - Agency technology systems
  - Layering non-Agency assistance programs with Agency loans
  - Referrals to non-Agency parties (insurers/guarantors – FHA, VA, Rural Development, private mortgage insurance [PMI] companies)
- Conduct lender training

## Minimum Qualifications

BA or equivalent experience

4 years of experience with home loan lending products and criteria (home improvement loans, Fannie Mae, Freddie Mac, FHA, Rural Development [RD], VA private mortgage insurance (PMI) companies, etc.)

Strong customer service skills

Strong written and verbal communications skills

Critical thinking, reporting and analytical skills

Familiarity with home loan origination systems

Experience working with housing programs with multiple funding sources

Ability to work with a wide variety of internal and external partners, including lenders, real estate agents, homebuyer educators/counselors, local units of government, non-profit agencies, developers and the general public.

## Preferred Qualifications

Experience as a mortgage/loan underwriter and/or housing program manager

Experience with federal housing programs

Experience with home ownership education/counseling programs

### Annual Salary Range

\$44,683-65,939

### Benefits

Minnesota Housing is a State of Minnesota agency and provides excellent benefits including 100% employer paid health insurance for employees with very reasonable rates for family coverage, dental insurance, employer-paid life insurance, flexible spending accounts, defined benefit pension plan as well as pre-tax and ROTH retirement accounts, generous vacation & sick leave, exceptional tuition reimbursement program and 11 holidays per year.

### To Apply:

1. Submit a cover letter and resume indicating current salary to [mhfa.resumes@state.mn.us](mailto:mhfa.resumes@state.mn.us) In the subject line, indicate the job title or requisition number of the posting you are applying for.
2. Visit [www.careers.state.mn.us](http://www.careers.state.mn.us) and search for requisition 12HFA000035 to upload your resume.

### About Minnesota Housing:

Minnesota Housing has a national reputation as one of the finest housing finance agencies in the country and works to provide access to safe, decent and affordable housing.

It offers products and services to help Minnesotans buy and fix up their homes, and supports the development and preservation of affordable rental housing through both financing and long term asset management—all of which help stabilize the lives of some of the State's most vulnerable citizens and build stronger communities.

For more information about Minnesota Housing go to: <http://www.mnhousing.gov/>

Affirmative Action/ Equal Opportunity Employer

This information can be made available in alternative formats to individuals with disabilities by calling (651) 259.3637 or (651) 282-2699 (TTY).