



Lending Partner Support Specialist Housing Development Officer Senior

Who may apply:

This position is open to qualified internal and external candidates.

Eligibility to Bid:

- MAPE: You must be in the same job classification but within a different work unit, and in permanent, classified status to be eligible to bid.

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|------------------------------|---|-------------------------|----------------------|
| POSTING DATE: | <u>July 13, 2022</u> | EXPIRATION DATE: | <u>July 27, 2022</u> |
| DIVISION: | <u>Single Family</u> | | |
| SUPERVISOR: | <u>Heidi Welch</u> | | |
| JOB CLASS: | <u>Housing Development Officer Senior</u> | | |
| EMPLOYMENT CONDITION: | <u>Full-time, temporary, unclassified</u> | | |

Minnesota Housing is hiring! We're a mission-focused agency looking for a full-time, temporary Lending Partner Support Specialist to provide high-level and comprehensive problem-solving assistance to Agency business partners (lenders, real estate agents, and more) regarding Agency home mortgage, down payment, and home improvement programs.

This position makes an immediate difference by providing support to approximately 160 Home Ownership/Home Improvement lending institutions/agencies with over 4,000 individuals, Realtors and consumers.

This position has firm required hours from 8:30 am – 5:00 pm and is a telework position at this time.

Essential Job Duties

- Respond to inbound calls and emails from Agency business partners (lenders, Realtors, etc) regarding home mortgage, down payment loan programs and home improvement loan programs and provides guidance in the areas of:
 - Program requirements, guidelines and overlays
 - Agency processes
 - Program Forms
- Process complex loan scenario questions from partners to assist in determining borrower eligibility for Minnesota Housing loan programs
- Take inbound calls and emails from consumers and provide information regarding Minnesota Housing programs.
- Perform other duties as assigned.

Minimum Qualifications

To be qualified for and considered for this position, applicants must meet all of the minimum qualifications listed below. Ensure that your resume contains descriptions of your work experiences sufficient for comparison against the requirements stated below and indicate the beginning and ending month and year for each job held.

Only applicants whose resumes clearly demonstrate fulfillment of each of these minimum qualifications will be considered for this position.

- Three (3) years of mortgage lending experience that includes originating, processing and/or closing home mortgage loans.

AND

Three (3) years of experience working with loan origination software, specifically locking and/or updating loan commitments and direct customer service experience. A Bachelor's degree will substitute for one year of experience.

AND

- Demonstrated knowledge of Conventional and Government loan products
- Excellent written and verbal communications Skills
- Ability to work with a wide variety of internal and external business partners
- Strong attention to detail and timelines
- Ability to work the designated hours of 8:30 a.m. to 5:00 p.m.

Preferred Qualifications

- Bilingual
- Home Mortgage loan underwriting experience
- Call center experience
- Experience Administering Minnesota Housing Loan Programs

Annual Salary Range

\$58,318 - \$86,109/annually or \$27.93 - \$41.24/hourly

Additional Requirements

This position requires successful completion of the following:

- Reference checks.
- Job-related criminal background checks.

Physical Requirements

Requires occasionally transporting such articles as file folders, ledgers, and small tools. A certain amount of moving is often necessary in carrying out job duties.

To Apply:

External candidates should click [here](#) to apply or copy and paste this text into your browser:

https://careers.mn.gov/psp/mnjob/MNCAREERS/HRCR/c/HRS_HRAM_FL.HRS_CG_SEARCH_FL.GBL?Page=HRS_APP_JBPST_FL&FOCUS=Applicant&SiteId=1001&JobOpeningId=57384&PostingSeq=1&languageCd=ENG .

Internal candidates should go to [Employee Self Service](#) > Careers and search for Job ID 57384.

Why Choose Minnesota Housing?

Our culture consists of passionate, mission-driven employees focused on delivering the best programs possible to help Minnesotans access safe, affordable housing. We invest in our employees' futures by providing a variety of professional development opportunities. We're committed to providing employees with work-life balance by offering many work schedule options, flexible schedules and limited overtime. That's why our average employee tenure is 11 years.

At Minnesota Housing, we know that affordable housing is an essential part of Minnesota's infrastructure. When you work here, you're helping to build stronger communities. We also have a national reputation as one of the finest housing finance agencies in the country.

Our top notch benefits include extremely inexpensive health insurance for employees and dependents, generous vacation and sick leave plans, eleven holidays per year, and tuition assistance. We offer a defined benefit pension plan with a guaranteed, life-long benefit based on tenure plus pre-tax and ROTH options to supplement the pension. For more information, visit our website at 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).