

Renovation and Post-Closing Specialist

Neighborhood Finance Corporation



Neighborhood Finance Corporation (NFC) is a well-established non-profit organization with a team oriented work environment. NFC is opening an office in Cedar Rapids, Iowa as we celebrate our 28th Anniversary as a mortgage lender.

Our mission: NFC provides unique lending programs and other services to facilitate targeted neighborhood revitalization in Polk County and Cedar Rapids, Iowa, through partnerships with residents, governments, community based organizations and the business community.

NFC is seeking a qualified Renovation and Post-Closing Specialist to join our team in the new Cedar Rapids office. The ideal candidate should have strong customer service skills, knowledge of conventional mortgage documents. This position will act as the receptionist for the Cedar Rapids office. The Renovation and Post-Closing Specialist will report to the Director of Lending and will be responsible for providing customer service to NFC borrowers. Bilingual applicants are encouraged to apply.

Summary: At the direction of the Director of Lending, this position is responsible for managing the renovation account of each borrower (each NFC loans includes an average of \$20,000 of renovations), greeting customers and answering the phone in the Cedar Rapids office, providing releases on NFC's mortgages and handling other post-purchase duties associated with NFC lending. Understanding of NFC's unique role as a nonprofit mortgage company and unique lending products are imperative.

Specific Job Functions:

- Focus on customer service with borrowers and contractors. This involves conflict resolution, keep current with NFC loan products and loan guidelines.
- Manage the renovation process to make sure the items required by the appraisal are completed, Fannie Mae's post-certification of value guidelines are met, and NFC's collateral position is supported. This involves monitoring the work complete and draw requests; request for materials; and minimizing requests for using contingency early in the rehab process.
- Complete reports for the Executive Director and Board of Directors.
- Provide payoffs, releases and subordinations for forgivable mortgage timely and with strong customer service.
- Manage the release of mortgages in accordance with NFC's document retention policy.

Job Requirements:

- Strong customer service skills and the ability explain the loan application, origination and renovation process to borrowers and contractors.
- A high school diploma is required, the preferred candidate will have a two or four year college degree.
- A minimum of 1-3 years of customer service and preferably mortgage related experience is preferred.
- Strong verbal and written communication skills.
- Proficiency with MS Office applications including Word, Outlook and Excel. Ability to learn loan origination system.
- Travel (10% or less) will be required to attend appropriate training, conference events and/or visits to the Des Moines office for meetings.

NFC offers competitive company benefits including medical/dental/vision/life insurance, business casual dress, free parking, paid sick/vacation leave, cafeteria plan, and 401(K) plan. Office hours are Monday through Friday 8:30 am to 5:00 pm.

Please send cover letter and resume to:

Executive Director

NEIGHBORHOOD FINANCE CORPORATION

1912 SIXTH AVENUE

DES MOINES, IOWA 50314

Or spreusch@neighborhoodfinance.org

No phone calls please