



## Loan Processor – Down Payment Programs

### Neighborhood Finance Corporation

Neighborhood Finance Corporation (NFC) is a well-established non-profit organization with a team oriented work environment. We are celebrating our 28<sup>th</sup> Anniversary as a mortgage lender in Des Moines and Polk County.

**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 Loan Processor for a down payment program to join our team. *This is a full-time, temporary (approximately 6-12 months) position.* The ideal candidate should have mortgage lending experience. The Loan Processor will report to the Down Payment Project Manager and will be responsible for processing applications for down payment assistance. Bilingual applicants are encouraged to apply. This position is in our Des Moines office.

**Summary:** At the direction of the Down Payment Project Manager, this position is responsible for obtaining the necessary documentation to process the down payment program applications, in addition to data entry of applications into the loan origination software. Understanding of NFC's unique role as a nonprofit mortgage company and partnership with other lenders is imperative.

*Applicants must be available to work the following days for mandatory training and program applications: September 18, 19, 27, 28 and 29 and make a minimum of 6 month commitment to the position.*

#### **Specific Job Functions:**

- Meet with applicants either face-to-face or via "Skype" to complete an application appointment.
- Analyze and ensure accuracy of data entered in loan operation systems, if any discrepancies or errors are found, take immediate corrective action.

- Clearly articulate the program and be able to answer counseling and program questions (Lending questions requiring legal certifications to answer are to be referred to the Program Administrator).
- Calculate borrower's income to ensure borrowers fall within the program income limits and verify borrowers are purchasing within Polk County.
- Properly utilize technology to upload all appropriate documentation for borrower.
- Creating /Completing production reports or surveys for funders as needed.
- Work closely with management to ensure maximum program efficiency at all times.
- All phone calls are to be returned within 24 hours. If unable to return calls within a timely manner the Program Administer or other manager is to be notified.
- Perform other clerical duties, such as filing, copying, and faxing and/or mailing correspondence as necessary.
- Assist and participate in other projects as assigned by management.

**Job Requirements:**

- Strong customer service skills and the ability to explain the down payment lending products.
- The preferred candidate will have a two or four year college degree; a high school diploma is the minimum requirement.
- A minimum of 1 year of loan processing is preferred.
- Knowledge of underwriting guidelines as it relates to qualifying income.
- Strong communication skills – oral and written.
- Proficiency with MS Office applications including Word, Outlook and Excel. Ability to learn loan origination system.
- Travel (5% or less) may be required to attend appropriate training and/or conference events.

For direct hire employees: NFC offers competitive company benefits including free parking, medical/dental/vision/life insurance, business casual dress, paid sick/vacation leave, cafeteria plan, and 401(K) plan. Some benefits may only be available to full-time employees. Office hours are Monday through Friday 8:30 am to 5:00 pm; flexible schedules may be available.

Please send cover letter and resume to:  
 Down Payment Program Administrator  
 NEIGHBORHOOD FINANCE CORPORATION  
 1912 SIXTH AVENUE  
 DES MOINES, IOWA 50314  
 Or [kpeterston@neighborhoodfinance.org](mailto:kpeterston@neighborhoodfinance.org)  
 No phone calls please