

JOB ANNOUNCEMENT

Job Title: DKNPI WCN'INTAKE SPECIALIST' *Ur cpkj +

Date: Ugr vgo dgt, 2011

SUMMARY

Provide “first contact” for borrowers, including outbound calling, responding to inquiries and referrals, conducting intake interviews, creating files in the client management system, assembling borrower documentation packages and informing borrowers of the available services and resources.

DUTIES & RESPONSIBILITIES

- Respond promptly to phone, email, and in-person inquiries and referrals and provide borrowers with information about services available and process for obtaining appointment with a counselor.
- Conduct outbound calls to borrowers.
- Log all contacts and enter borrowers data into HCO case management software in a timely and accurate manner.
- Determine eligibility for assistance, and provide other appropriate information and referrals.
- Verify photographic identification of borrowers prior to opening a case file.
- Assist counselors to assemble necessary documentation by obtaining all required forms, authorizations and documents from borrowers in preparation for counseling session.
- Review borrower financial records including bank statements, tax returns, budgets, pay stubs etc to ensure that documentation is complete and accurate.
- Demonstrate professionalism and flexibility while maintaining a good working relationship with team members.
- Maintain client confidentiality
- Perform other duties as assigned

COMPETENCIES

To perform the position successfully, an individual should demonstrate the following competencies:

- Customer Service - Personable, professional manner. Responds promptly and effectively to requests for service and assistance and meets commitments; addresses customer needs and constructively engages customer feedback to improve service. Ability to maintain composure under pressure and to handle stressful situations with ease.
- Oral Communication - Ability to respond clearly to questions and concerns and present information clearly to all parties including borrowers and servicers. Listens well and seeks clarification when needed. Ability to speak and understand Spanish is strongly preferred.
- Written Communication - Able to read and interpret written information. Able to write effective business communications; edits work for spelling and grammar. Ability to read and write Spanish is a plus.
- Interpersonal Skills - Maintains composure and keeps emotions under control when dealing with difficult or emotional customer situations; listens to others without interrupting; maintains confidentiality.

- Mortgage and Housing Industry Knowledge - Must have a basic familiarity with the terminology and documents used in single family mortgage origination, underwriting, collections and servicing.
- Computer Skills -- Must be computer literate and proficient with Microsoft Outlook, Word and Excel; experience with HCO a plus.
- Self-starter with initiative and willingness to take on additional tasks and activities, and learn new skills, as needed
- Ability to work independently with limited supervision, and as a member of a productive work team.

MINIMUM QUALIFICATIONS

Education - High school diploma or general education degree (GED); or one (1) to three (3) months related experience and/or training; or equivalent combination of education and experience. College degree preferred; training in business, accounting and real estate is a plus.

Experience – One (1) year of experience in financial services, banking, mortgage business, housing/credit counseling or related field is required.

OTHER REQUIREMENTS:

- Required to submit to drug screening and background check.
- Must read, sign, and agree to abide by The Code of Ethics and Conduct and the guidelines set forth in the National Industry Standards for Homeownership Education and Counseling.

Qualified applicants should send resume' and cover letter to:

NeighborWorks® HomeOwnership Center Sacramento Region

Attn: COO

PO BOX 5420, Sacramento, CA 95817

Or email at info@nwsac.org

CLOSING DATE: Open until filled

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