

JOB DESCRIPTION

Job Title	Loan Supervisor		
Supervisor's Title	Deputy Director/Chief Financial Officer		
Department	Housing	Grade	N/A
FLSA Status	Exempt	Date Revised	February 1, 2019

POSITION PURPOSE Reporting to the Deputy Director/CFO, the Loan Supervisor is responsible for managing the loan and grant administration processes of the Denver Urban Renewal Authority's affordable housing programs. This includes responsibility for all loan processing functions, contract administration, and portfolio management, while maintaining compliance with applicable laws and regulations. This position requires knowledge of federal, state and city grant requirements, the ability to manage, train and motivate employees, and an in-depth understanding of loan operations, processes and procedures.

- ESSENTIAL DUTIES**
1. Together with the Deputy Director and Construction Supervisor, oversee the management, administration, budgeting, and marketing of a variety of housing programs.
 2. Lead and supervise the Loan staff (Loan Specialists and Intake Specialist), including: training and evaluation; prioritizing and ensuring accurate and timely completion of work; fostering accountability.
 3. Maintain a portfolio of loans from intake to payoff; prepare loan packages for Deputy Director approval.
 4. Oversee and approve all loan processing performed by Loan and Intake Specialists, including: intake and pipeline management; underwriting, loan approval, subordination agreements and loan modifications; referral to Rehabilitation Specialists; approval of contractor payments; loan closings; payoffs.
 5. Audit loan files to ensure federal, state, city and internal compliance requirements are met; provide guidance and advice on complex loan issues.
 6. Develop and track program budgets for each program administered; compile monthly, quarterly and annual reports for Deputy Director approval.
 7. Manage loan portion of the department's customer relationship management (CRM) system.
 8. Establish procedures and implement process improvements to facilitate efficient operations.
 9. Prepare requests for proposals and negotiate contracts in accordance with the Authority's procurement policy and guidelines.
 10. Oversee the transmission of loan files to loan servicer according to established procedures.
 11. Monitor and track delinquent loans and make recommendations for effective alternatives.
 12. Assist with housing program marketing in conjunction with the Authority's communication consultants and the Deputy Director.
 13. Other duties as required.

- OTHER DUTIES**
1. Serve as a point-of-contact for City departments and local housing agencies; respond to inquiries regarding the Authority's housing programs.
 2. In conjunction with the Deputy Director, prepare monthly and/or periodic program performance reports for the Board of Commissioners.
 3. Work closely with the Deputy Director in program development, including but not limited to: outreach to enhance the Authority's community profile; partnerships with public and private organizations to raise program awareness and pursue additional funding resources;

- presentations to community groups, City agencies and nonprofit organizations about the housing programs.
4. Participate on committees and special projects as required.
- SUPERVISORY DUTIES 1. Supervise the activities of three Loan Specialists and one Intake Specialist.

INCUMBENTS ARE HELD ACCOUNTABLE FOR ALL DUTIES OF THIS JOB

JOB SPECIFICATIONS

**KNOWLEDGE/SKILLS
AND EXPERIENCE**

- Excellent communication skills (verbal and written); ability to effectively communicate in public and present information in a concise and understandable format.
- Bilingual (English/Spanish) strongly preferred.
- Strong supervisory and leadership skills; demonstrated ability to build and maintain productive, high-performing teams.
- Significant experience in underwriting and other loan processing practices, methods and procedures.
- Considerable knowledge of residential real estate lending.
- Understanding of and experience in the administration of federal and state grant funded affordable housing programs and their compliance requirements.
- Experience analyzing and administering complex contracts and agreements.
- Demonstrated ability to work under pressure, multi-task conflicting demands, meet deadlines and work independently.
- Demonstrated ability to successfully work in a sensitive political environment and deal with sensitive situations with tact and diplomacy.
- Exceptional ethical standards and the ability to maintain highly confidential client information.
- Demonstrated ability to work with governmental and private sector agencies.
- Strong skills computer skills, including Microsoft Office Suite (especially Excel and Access).
- Knowledge of and experience in using CRM software; ability to run reports, analyze outputs and make recommendations.
- Experience developing and implementing technology improvements a plus.
- Valid Colorado driver's license required.

Education – Bachelor's degree in Business, Finance, Real Estate, Public Administration, or related field. Graduate degree and/or evidence of continuing education desirable.

Experience – Five years' experience managing affordable housing or residential loan programs, including three years' experience supervising staff. Three years' experience working in community development, finance, loaning processing, or a related field.

**WORKING
CONDITIONS**

- Primarily office with some off-site meetings
- May be required to enter clients' homes
- May be required to use personal vehicle
- Occasional evening and weekend hours

NOTE: This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job.

APPROVAL SIGNATURES

Executive Director _____

Date _____