



SPECIAL PROGRAMS QUALITY CONTROL SPECIALIST
APPLICATION DEADLINE IS THURSDAY, MAY 2, 2019 AT 11:59PM

Division: Single Family Special Programs
Reports to: Director of Single Family Special Programs
Location: Nashville, TN
Full-time/Part-time: Full-time Long Term Temporary
Salary Grade: 30
Monthly Salary Range Minimum: \$ 3,205
FLSA Classification: Non-exempt (01)

Critical features of this job are described under the headings below. They may be subject to change due to changes in our business processes or other business-related reasons.

POSITION SUMMARY: Oversees the program compliance requirements for Single Family Special Programs (SFSP) as they relate to United States Treasury requirements, THDA/Keep My Tennessee Home (KMTH)/Attorney General program guidelines and other applicable funding sources or federal and state laws; works closely with the Director of Special Programs and KMTH Manager to ensure various compliance requirements are met in each function of the program process; identifies defects and sets a plan in place to cure defects.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Essential duties and responsibilities include the following. Other duties may be assigned.

- Performs Quality Assurance reviews on payments, data entries and transactions as they relate to:
 - Scheduled payments, disbursement requests, maximum allocation limits;
 - Applications, documentation related to applications, approval and denials;
 - Recertifications;
 - Timely disbursement of funds; timely payments to vendors or provider agencies;
 - Timely notifications to servicers, provider agencies, borrowers and others.
- Monitors work flow to assure timely and efficient completion of duties by SFSP staff including:
 - Payments, disbursement requests;
 - Pre/Post-Demolition inspections and photos;
 - Verification of credentials for all vendors or inspectors,
 - Timely disbursement of funds;
 - Timely payments to vendors or provider agencies;
 - Timely notifications to servicers, provider agencies, borrowers and others.
- Develops regular status reports that track activities and performance for use by program staff.
- Provides technical expertise and guidance to the KMTH Specialists.
- Works with the KMTH Manager to develop and establish new or revised processes related to KMTH or SFSP payments and disbursements.
- Participates in status update meetings with Director of SFSP and KMTH Manager as often as weekly.
- Facilitates correction of data transmission problems or interruptions with the KMTH/Hardest Hit Fund (HHF) Business Analysts as well as the Information Technology (IT) Division.
- Facilitates communications regarding troubled processes or procedures until defects are resolved.
- Reviews and maintains processes and procedures for ensuring SFSP programs meet best practices.
- Prepares a monthly management report on loan level defects identified in the Quality Assurance Program and helps identify any process or procedure changes needed to cure defects.
- Offers support to other areas in the division as necessary or as time allows.

MINIMUM QUALIFICATIONS

The requirements listed below are representative of the knowledge, skills, and/or abilities required.

Education and Experience:

- High School diploma or equivalent GED.
- Experience in the mortgage industry.
- Experience in a business office environment, preferably a lending institution.
- One year of experience in KMTB recertification reviews preferred.

The above qualifications express the minimum standards of education and/or experience for this position. Other combinations of education and experience, if evaluated as equivalent, may be taken into consideration.

Knowledge, Skills, Abilities, and Competencies:

- Strong interpersonal skills.
- Excellent verbal and written communication skills.
- Excellent problem solving skills.
- Strong interpersonal skills.
- Builds and maintains positive relationships with internal and external constituents.
- Strong organizational skills.
- Strong time management skills; uses time effectively; consistently meets deadlines.
- Maintains a high level of confidentiality.
- Ability to effectively plan and organize workload.
- Ability to exercise good judgment in evaluating complex situations.
- Ability to handle frequent procedural changes.
- Maintains a high level of accuracy of data.
- Documents regularly, thoroughly, accurately, and completely.
- Exercises good and consistently fair judgment, courtesy, and tact in dealing with the staff and public in giving and obtaining information.
- Computer literate; proficient in Microsoft Word, Excel, Outlook, and the internet; able to effectively adapt to and use other computer systems as needed for daily activities.

Special Demands:

The special demands described here are representative of those that must be met by a staff member to successfully perform the essential functions of this job.

- While performing the duties of this job, the employee is regularly required to sit; stand; use hands to finger, handle or feel; and talk and hear.
- The employee is occasionally required to walk; reach with hands and arms, and stoop, kneel, or crouch.
- Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust focus.

EQUAL OPPORTUNITY/EQUAL ACCESS/AFFIRMATIVE ACTION EMPLOYER
APPLICATION MUST BE COMPLETE AND RESUME ATTACHED FOR CONSIDERATION
PLEASE VISIT OUR WEBSITE AT WWW.THDA.ORG AND FOLLOW THE ONLINE
APPLICATION INSTRUCTIONS