

Account Manager-Lender Liaison, Homeownership

Department: Homeownership

Location: Rocky Hill, CT

About the Connecticut Housing Finance Authority:

Connecticut Housing Finance Authority is a self-funded, quasi-public organization. Its mission is to alleviate the shortage of housing for low-to moderate-income families and persons in this state and, when appropriate, to promote or maintain the economic development of this state through employer-assisted housing efforts.

The Connecticut Housing Finance Authority provides a challenging, progressive, and supportive work environment that encourages and promotes employee development. We offer competitive salaries; tuition reimbursement; 457 deferred compensation, state sponsored pension plan, comprehensive health, dental, life, and disability plan, paid vacation, sick, and holidays, flexible work options, ongoing training and career development.

About the Position:

The position is responsible for being the main point of contact with current and potential new lenders, to develop and maintain lender scorecards and other evaluation tools, to prepare and analyze various reports to monitor performance and production

Job Duties and Responsibilities:

Responsible to maintain Lender database ensuring contact information is current and accurate in the CHFA LOS and on applicable contact lists required for ongoing communications between CHFA and the Lender network. Gather and prepare data for the recruitment of new lenders as well as on-boarding new lenders. Prepare documentation for procedural review and approval of prospective, participating and correspondent lenders and work with management during the approval process. Prepare documentation and work directly with current lenders during the annual lender recertification process to ensure recertifications are accurate and within the established deadlines. Stay apprised of bank mergers and acquisitions to be proactive in contacting lenders to ensure all corresponding contracts are modified as necessary. Assist with coordinating the periodic lender meetings to discuss the CHFA lender scorecard, lender activity, and gather real estate market information, etc. Coordinate and assist with the Lender Advisory Committee.

Prepare and analyze reports, which include the monitoring of critical information to track production on a daily, monthly, and yearly basis. Research other HFA's and private lenders to help develop best practices in areas of strategic importance. Gather interest

rate information from lenders and prepare reports to set program interest rates, ensure daily rates are set and are published accurately in a timely manner and prepare rate announcement emails. Create ad-hoc reports as well as create and maintain the lender scorecard. Suggest enhancements where opportunities exist. Create reporting dashboards that track progress of when program guidelines are updated. Maintain the current mapping resource tools that are on display on the CHFA website. Utilize the Esri software system and applications to create new mapping resource tools as needed for the CHFA website.

Assist with customer service inquiries and with updating the single-family department content on CHFA's internal communication system. Attend and participate outreach events to promote CHFA programs. May perform other duties as assigned.

Minimum Qualifications Required:

BS/BA in business or finance or related field; seven years relevant work experience preferred or an equivalent combination of education and experience.

Must have familiarity with single-family mortgage lending. Must be detail-oriented and with attention to accuracy. Must have the ability to set priorities and define actions, time and resources needed to achieve goals. Must be able to respond professionally and timely to internal and external customer needs. Must be able to work independently as well as be an integrated part of the team. Must be able to adhere to and perform well with timeframe and workload pressures. Must be able to demonstrate initiative by proactively identifying opportunities. Must be proficient in working with Microsoft Office applications and other industry lending portals or systems.

Salary: \$75,498 to \$112,284

To apply for this position, submit resume, cover letter referencing the position for which you are applying, and complete on-line application at <https://www.chfa.org/careers>.

Applications open until position filled.

CHFA is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, veterans and persons with disabilities.