

Homeownership Program Administrator (Mortgage Program Compliance)

Full-Time Position, In-Office

Location: Kansas City Office

Reports to: Homeownership Manager

Salary Range: \$57,000 - \$62,000/year

AGENCY OVERVIEW

Missouri Housing Development Commission (MHDC) is the Housing Finance Agency for the state of Missouri. MHDC is a mission-driven organization providing affordable housing opportunities for extremely low to moderate-income Missourians with both federal and state funding. The organization offers a rewarding career in public service by providing the opportunity for dynamic, impactful and fulfilling work serving individuals and families across the entire state.

BENEFITS

MHDC strives to be an employer of choice and offers competitive pay, life balance, including generous time off, business casual dress code, downtown location with paid parking, and extensive benefits.

- Health Insurance with Immediate Coverage
- State of Missouri Pension
- Paid Covered Downtown Parking
- Prime Downtown Location
- Tuition Reimbursement
- Paid Professional Licensure / Fees / Continuing Education
- Paid Professional Development Opportunities

LEAVE TIME

Annual Leave and Medical Leave accruals begin immediately.

- 3 Weeks Paid Time-off (Annual Leave)
- 3 Weeks Paid Time-off (Medical Leave)
- 13 Paid Holidays (annually)
- 6 Weeks Paid Parental Leave

COMPENSATION

	Low Base Salary	High Base Salary
Annual Base Salary	\$57,000	\$62,000
Estimated Annual Benefits Value	\$46,349	\$49,176
Total Estimated Annual Compensation Value*	\$103,349	\$111,176

*Actual total compensation is based on benefits elections.

POSITION SUMMARY

MHDC is seeking a skilled full-time Housing Program Administrator to assist with the coordination and oversight of MHDC's homebuyer programs. As an integral part of the Homeownership team, this role will provide customer service, underwriting, compliance, and administrative support by handling information requests, and performing clerical functions such as preparing correspondence, responding to email and phone inquiries, reviewing loan compliance documentation, and processing and recording loan updates.

The Housing Program Administrator's primary role will be assisting certified lending partners and processing loan compliance packages to ensure program eligibility, completeness and correctness. This position will also provide timely customer support to assist with lender and borrower questions and help streamline process flows. The ideal candidate will have a good eye for detail and efficiency, have strong communication and customer service skills, work well in a team environment, and be able to confidently balance multiple tasks at once.

Experience working with mortgage loans (esp. MHDC Down Payment Assistance programs), loan underwriting, real estate sales, or title companies is a plus.

ESSENTIAL DUTIES & RESPONSIBILITIES

Compliance Review

- Review, approve or reject loan compliance packages
- Support the MHDC "lock-desk" position to ensure lender loan reservations are successful
- Assist lending partner organizations with explanation on general program information, guideline clarifications or any prior approval scenarios as needed
- Review, approve or reject compliance package conditions

Communications

- Provide friendly and timely customer support by responding to inquiries regarding the single-family lending programs

- Communicate competently and professionally in writing to respond to internal and external inquiries
- Competently navigate multiple communication platforms including email, phone, chat, and other reservation system communication modes
- Provide high-quality customer support via phone, email, or in-person

Lender Training

- Review new lender applications and assist with new lender training/onboarding as necessary
- Assist with lender training and lender certification webinars or in-person meetings

Reporting and General Admin

- Provide general support for the administration and compliance needs of the Homeownership Department
- Prepare, process and store loan compliance documentation
- Competently utilize the Homeownership Department software systems
- Maintain knowledge of Mortgage Revenue Bond (MRB), to be announced (TBA) and other funding rules and regulations as applicable
- Assist with the production of financial, production, or other reports as needed or required
- Assist with the reconciliation of extension fees for First Place loan Program and Next Step loan Program
- Calculate fees when applicable and assist with reservation extensions
- Assist with the balancing of down payment assistance (DPA) reimbursement accounts and process wire/ACH requests
- Assist with the weekly reconciliation of production pipelines

Other Duties

- Work effectively in a team environment
- Maintain working knowledge of data input and retrieval using various computer systems
- Attend and participate in meetings and training programs as directed
- Travel as directed, including long-distance travel and overnight and extended stays, if necessary
- Assist employees, vendors, state agencies, departments, divisions, and organizations in a friendly and efficient manner
- Maintain and protect confidential information
- Conduct oneself professionally and always project a positive image of the agency through communication, attitude, and appearance
- Comply with reasonable requests from any member of management
- Perform other related duties as assigned

DESIRED QUALIFICATIONS

Education & Experience

- High school diploma or equivalent required
- Must be able to read, write, understand, and spell English proficiently.
- Strong communication skills
- Capable of communicating effectively with individuals or groups in writing, by phone or in person
- Able to receive, read, and follow both oral and written instructions

Key Abilities

- Proficient in Microsoft Office applications
- Strong project management and organizational abilities.
- Demonstrated critical thinking and problem-solving skills
- Able to work effectively both independently and as part of a team
- Excellent written and verbal communication skills
- High attention to detail
- Comfortable speaking to both large and small groups.
- Flexible and adaptable to changing workloads and deadline

Physical Demands

- Office setting (sit, stand, & walk) and occasionally having to lift up to 10 pounds.

To be considered for the position, please submit your resume and cover letter.