

CLASS SPECIFICATION
Housing Loan Compliance Analyst

FLSA Status: Exempt
Union Representation: AFSCME - Housing

GENERAL PURPOSE

The Housing Loan Compliance Analyst is responsible for analyzing and monitoring loans within the City's publicly funded residential housing loan portfolio to insure compliance with a wide variety of terms and requirements. Positions in this class perform financial and real estate analysis of publicly funded housing loans to insure compliance with loan terms and requirements; write reports submitted to the Housing Investment Committee; provide customer service to borrowers, work with bureau staff and outside agencies on a variety of real estate and loan activities; and perform related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Incumbents perform responsible work in monitoring and insuring compliance with terms and requirements associated with publicly funded housing projects. Incumbents track and monitor the performance of the City's single and multi-family housing loan portfolio in terms of payments, delinquencies, compliance with loan term, and age and value of loans. Work requires strong organizational, interpersonal, analytical, communication and negotiations skills, and technical knowledge of loan monitoring, loan compliance and financial reporting criteria and processes. Positions operate within broad interpretations of applicable laws, governmental guidelines and city policy. Duties are performed independently under general supervision, and incumbents work collaboratively with other staff in work unit.

Housing Loan Compliance Analyst is distinguished from other financial or housing classifications by its responsibility for monitoring and servicing housing loans, monitoring loan compliance, and managing related databases and reports.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Any one position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

1. Acts as initial point of contact for single family loan modification requests, analyzes borrower issues, makes recommendations on potential loan modifications, reports recommendations to the Housing Investment Committee as needed; provides necessary information for other bureau staff to complete required legal documents; and coordinates with other bureau staff to ensure proper documents are signed, recorded, and entered into loan servicing system.
2. Services bureau residential loans including set up, receipting payment, reporting and maintaining loan compliance in collaboration with bureau accounting and asset management staff; reviews new single family loans for accuracy and completeness, and works with bureau

staff to ensure terms are translated accurately to the loan servicing system; and calculates and adjusts accrued interest upon modifications of loans including multifamily loan conversions.

3. Analyzes the results of the single family loan portfolio audit process, recommends and assists with implementation of next steps with borrowers found out of compliance; and maintains a tracking system to ensure compliance reviews are done on a scheduled basis.
4. Investigates and reviews borrower's insurance payment information and property tax status using Multnomah County Assessor's website and other tools to ensure compliance with loan terms, or coordinates with other team staff to ensure such a review occurs.
5. Monitors loan delinquency; coordinates past due loan collection processes with other entities and bureau staff to ensure bureau's legal right to payment is protected, including demand letters, monitoring bankruptcy and foreclosure proceedings, or other legal actions; and liaisons with other bureau staff involved with financial assistance compliance.
6. Performs a variety of transactional duties to ensure compliance to loan requirements and correct receipt of funds; ensures payments are entered into loan servicing system by team staff; works with accounting staff to reconcile corrections; and coordinates with other bureau staff to ensure monthly billings are provided to borrowers.
7. Performs analysis of escrow accounts at tax year end; reviews escrow payments made by borrowers and compares them to tax and insurance payments; and recommends changes to payment amount as needed.
8. Compiles, organizes, and generates information for the monthly Loan Activity Report, quarterly Approved Financial Assistance Report, and other financial activity reports.
9. Analyzes and recommends opportunities for improved program delivery; works with bureau staff to develop and integrate new program reports, including customized reporting; assists in developing methodology for defining and using database fields throughout the department; and updates the loan servicing manual to reflect process changes.
10. Provides customer service for borrowers; calculates and provides loan payoff amount statements to borrowers upon request or coordinates with other team staff to ensure these statements are provided; maintains complete and accurate documentation on client-related correspondence and communication.
11. Prepares subordination information in order for other bureau staff complete necessary legal documents; work with other bureau staff and lenders to ensure subordinate loans are recorded; works with other bureau staff in the preparation and filing of conveyances with the County, including bureau director signature and delivery to the County for recording.
12. Works with team staff to track, analyze, and report on delinquent and non-conforming single family loans; recommends write-off, conversions, and/or changes to loan terms in order to

work towards resolution.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Loan programs, loan servicing guidelines, and real estate transactions.
2. Methods, procedures and standards for compiling, organizing, generating and managing complex reports.
3. Evaluation of financial data, documents, statements, and performance reports associated with multi-family housing projects to determine risk, ensure compliance and correct receipt of funds.
4. Principles and practices of sound business communication.
5. Uses and operations of computers and standard business software.

Ability to:

1. Analyze financial statements and review and understand credit reports, analyze customer annual statements and proforma documents that comply with City program requirements.
2. Analyze and identify work related problems or issues, apply creative problem solving techniques, evaluate alternatives, and reach sound, logical, fact-based conclusions and recommendations.
3. Collect, evaluate and interpret appropriate and applicable data and documents.
4. Work collaboratively with other staff in work unit.
5. Communicate detailed and technical information clearly and accurately in writing, by phone and in person to both internal and external program stakeholders
6. Understand, interpret, explain and apply laws, regulations, ordinances and policies applicable to assigned work.
7. Compile, organize, generate and manage complex reports, correspondence and other documents appropriate to the audience.
8. Ensure the maintenance and confidentiality of all required information, files, records and documentation.
9. Work effectively under pressure and within time constraints.
10. Organize tasks, set priorities, and meet assigned goals and deadlines.
11. Exercise independent judgment and initiative within established guidelines.
12. Exercise tact and diplomacy in dealing with difficult and sensitive people, issues and situations.
13. Establish and maintain effective working relationships with bureau managers and staff, staff of other bureaus, representatives of other agencies, developers, investors, the public and others encountered in the course of work.

Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from a four-year college or university with a degree in business, finance, or a closely related field; and three years of experience in real estate lending; or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:

A valid state driver's license may be required for certain work assignments.

PHYSICAL AND MENTAL DEMANDS

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring bureau to accommodate the limitation.

Class History:

Adopted: 04-01-10

Revised: 04-27-11 – Changed Union Representation from Nonrepresented to AFSCME-Housing

Revised: 6-15-15 - Title changed from Housing Loan Compliance Analyst II to Housing Loan Compliance Analyst and duties updated to more accurately describe the duties of the classification