



Homes and Community Renewal

Job Opportunities at New York State Home and Community Renewal

Build a career while building a better community. Rewarding careers in Public Service start here!

Reservation Specialist, **SONYMA Single Family**

New York State Homes and Community Renewal (HCR) fosters the creation and preservation of high-quality affordable housing, while working strategically to revitalize neighborhoods and communities throughout the Empire State. Under the leadership of Governor Kathy Hochul and Commissioner RuthAnne Visnauskas, **HCR** is a vibrant, innovative agency that integrates and leverages New York State's housing resources. We have offices in New York City, Albany, Buffalo and Syracuse, and employ a diverse workforce of professionals who are hard-working and committed to serving low- and moderate-income families. Our mission is far reaching, encompassing single and multifamily housing finance, home improvement, rent regulation, housing subsidies, and community development. We partner regularly with a variety of public and private stakeholders.

Achieving this mission requires a wide range of skills and backgrounds in public policy, administration, real estate, architecture, finance, law, and many other areas of expertise. We seek to provide a workplace environment that is productive, flexible, accountable, ethical, and caring. Our employees are empowered to make a difference where they live and work. We offer competitive pay and a comprehensive benefits package, including paid leave, health, dental, vision, retirement, and family-friendly policies.

HCR's Mission and Goals:

- Partner to improve and preserve New York State's homes and communities
- Finance and leverage resources to create and preserve safe, decent, and affordable housing for the States low-moderate income individuals and families
- Support the revitalization and economic growth of the State's distressed communities and neighborhoods
- Increase compliance with rent laws and regulations to protect the legal rights and obligations of tenants and owners: and
- Proactively enforce rent regulations and identify potential fraud.

New York State Homes and Community Renewal (NYSHCR) consists of all the major housing and community renewal agencies of New York State, which were recently merged and integrated under a single management structure.

The **State of New York Mortgage Agency (SONYMA)** is one of several HCR agencies. SONYMA's programs provide mortgage financing to assist low- to moderate-income, first-time homebuyers in the purchase of a one-to-four unit residences that are required to meet eligibility criteria established by the Agency and by applicable Federal law. This position will report to the Single Family Programs unit of SONYMA. The Single Family unit reports to HCR's Homeownership and Community Development.



Homes and Community Renewal

Position Summary:

Support overall Single-Family Program development and operations, including new program initiatives; modernization of internal processes and tools; and unit communications. Assist in accomplishing all goals, tasks, and assignments within the responsibility of the AVP of Originations & Project Set Aside Director.

Essential Duties & Responsibilities:

The primary responsibilities of the position will be to:

- Respond to and initiate email communication and telephone interaction with participating lenders (e.g., providing status of loan reservations; manually reserving loans; problem resolutions; etc.), vendors and other industry professionals.
- Receive post- and pre-closing compliance files via electronic submission and mail and prepare file for Loan Analyst assignment and review. Update systems of receipt, assignment and closing dates, as applicable. Ensure Loan Officer & contact information is accurate. Maintain list of files assigned and distributed. Communicate and follow-up with lender for missing documents or re-upload of documents, as appropriate.
- Generate report and provide AVP of Originations & Project Set Aside Director with a daily report of unreviewed loans.
- Generate daily reports of pended loans for distribution to Management and Loan Analysts.
- Accept, review, and input manual Loan Reservation Worksheets submitted by non-SE Lenders for completeness, acceptance and accuracy. Resolve problem areas (i.e., missing, or incorrect data).
- Monitor and communicate receipt of trailing documents for absent Loan Analyst to covering Loan Analyst.
- Monitor pool approvals for new Participating Lenders for assignment for feedback by the Loan Analyst.
- Monitor and communicate receipt of trailing documents for absent Loan Analyst to covering Loan Analyst.
- Create BlitzDocs folders weekly for non-SE Lenders.
- Update systems upon receipt of Lender's Closed Loan Reports.
- Generate report, reconcile and communicate daily Loan Reservation Reports. Identify and correct inconsistencies.(i.e., missing or incorrect data) Maintain records of loan reservations according to Internal Control and File Retentions procedures and requirements.
- Communicate daily reservations to Senior Management.
- Generate reports and communicate month end reports cancellations, PSAs, missing census tract data, and expired commitments. Reconcile swept loans against systems to ensure all systems are updated accurately.
- Generate report, review, reconcile, correct, and report weekly PSA reports.
- Generate report and communication Miscalculated Flip Code report weekly.
- Accept, review, and input loan cancellations and declinations to ensure accurate reporting and pipeline management. Identify and correct inconsistencies.(i.e., missing or incorrect data) Maintain records of cancellations according to Internal Control and File Retentions procedures and requirements.
- Respond to requests to reinstate loan reservations that were canceled or declined.
- Track and oversee the indexing of loans received for timeliness and communicate delays and action required, as appropriate.



Homes and Community Renewal

- Generate report, print and prepare Federal Recapture Notices Disclosures letters for mailing to borrower(s) and provide accompanying report.

Other Responsibilities:

- Provide Lender support & training for Lender Online (LOL) and SONYMA Express systems. Troubleshoot and resolve Lender submission and data entry issues for both systems. Assist with inquiries and responding to correspondence received by the SESupport mailbox.
- Generate other periodic internal reports according to the needs of Senior Management.
- Assist with the return of documents to lenders as requested.
- Assist with updates to systems from Lenders.
- Parse documents received for submission, as needed.
- Log in to the 800-room automated call distribution system during all assigned hours to take incoming calls from the public. Assist with questions/provide requested information to callers as needed. Assist with inquiries and responding to correspondence received by the AskSONYMA mailbox.
- Receive, log, and scan or distribute collateral documents received for review and purchase, as needed.
- Upload Post-Closing files submitted by Citibank.
- Complete other duties as needed by AVP of Originations and Project Set Aside Director.

Requirements/Qualifications:

The requirements listed below are representative of the knowledge, skill, and/or ability required for this position:

- Excellent communication skills and attention to detail.
- Highly proficient in Microsoft Outlook, Word, Excel, and SharePoint.
- Ability to effectively interface with the Lender community, as well as local staff.
- Positive Attitude.
- Willingness to be self-starter and problem solver.
- Minimum, High School Diploma.
- College preferred, but not necessary with equivalent work experience.

This job description is not intended to be all inclusive, and employee will also perform other reasonable related business duties as assigned.

All internal SHA employees(only) are directed to apply via

Nyshcr.sm.internalcandidates@nyshcr.org

Please include your name in the subject line

[TO APPLY, CLICK HERE.](#)

Applicants must include resume and cover letter

New York State is an Equal Opportunity Employer (EOE)



Homes and Community Renewal