



Homes and Community Renewal

Job Opportunities at New York State Homes and Community Renewal

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

Community Development & Outreach Specialist **SONYMA Single Family Programs**

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 Hochul and Commissioner RuthAnne Visnuskas, **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.

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.

Position Summary:

The Business Development & Outreach Specialist will proactively promote consumer awareness of the Single Family Program throughout New York State. This position reports directly to the Senior Vice President of Single Family.

Essential Duties / Responsibilities:

- Answer incoming 800 room calls during assigned hours to take incoming calls from the public. Assist with questions/provide requested information to callers as needed.
- Track trends in consumer inquiries and make recommendations to management to address consumer inquiries.
- Maintain library of public facing agency media. Including flyers, presentations, postcards and others.



Homes and Community Renewal

Job Opportunities at New York State Homes and Community Renewal

- Identify opportunities to offer education seminars to the public, via the web or in other venues to raise awareness of SONYMA programs.
- Understand loan program guidelines, including compliance requirements, with sufficient detail to effectively monitor published guidelines for accuracy.
- Monitor competing products to identify strengths to promote in the field.
- Work with marketing to support the SONYMA website, maintain content and provide well-researched recommendations for enhancement on an ongoing basis.
- Monitor SONYMA-related web content posted on partner websites. Report weekly to senior management any inaccuracy.
- Any with special projects and other reasonable functions or duties as may be designated or assigned.
- Perform many different types of marketing support tasks, including, but not limited to:
 - Coordinating with marketing to ship presentation materials
 - Maintaining an inventory list of giveaways, monitoring upcoming need and requesting additional items when necessary.
 - Attend community events to provide SONYMA presence.

Requirements/Qualifications:

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

- Good written and oral communication skills.
- Experience with consumer mortgage lending sales or marketing.
- Intermediate knowledge of mortgage lending consumer protection regulations including: Truth-in-Lending Act, Real Estate Settlement Procedures Act, Equal Credit Opportunity Act, Home Mortgage Disclosure Act, Fair Lending, etc.
- Minimum 2 years college education preferred.
- Expert proficient in MS PowerPoint. Moderate proficiency in MS Word, MS Excel and graphic design applications.
- Background in web-based marketing and website development.

All internal SONYMA/HFA/AHC employees (only) are directed to apply via
internal.candidates@hcr.ny.gov

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)**