



## ***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!***

### **Loan Satisfaction Specialist**

#### **Single Family**

*New York, NY*

### **Possible Hybrid Workplace Opportunity**

**New York State Homes and Community Renewal (HCR)** is the State's affordable housing agency, with a mission to build, preserve, and protect affordable housing and increase homeownership throughout New York State.

*A Civil Service exam is not required for this position. Candidates must meet the minimum qualifications outlined below to be considered.*

NYS Homes and Community Renewal (HCR) is committed to fostering a culture of diversity, equity, inclusion, and accessibility. Our work would not be possible without the diverse backgrounds, experiences, ideas, and abilities of our employees. HCR is committed to developing a workforce which represents the diverse population of New York State. HCR embraces a diverse and inclusive work environment by encouraging all individuals, including those with disabilities, to apply to open positions at the agency.

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

**Responsibilities:** The primary responsibilities of the position will include, but not be limited to:

- Work in coordination with the AVP/Mortgage Servicing, the Agency's legal department and servicers to facilitate the cooperative sale or refinance transactions.
- Review cooperative loan file documents for accuracy and completeness prior to sale or refinance transactions.
- Prepare Lost Note Affidavits for review by Legal Department and execution by Single Family SVP.
- Provide collateral document status to servicers upon request.
- Provide confirmation of possession of original collateral documents on behalf of SONYMA to lenders and/or servicers.
- Monitor paid in full mortgage loans, and work closely with Servicers to ensure that all reporting and regulatory requirements are met.
- Ship original mortgage documents to Servicers for all paid in full loans.
- Confirm the filing of lien releases of all paid in full loans within 12 months of pay off.
- Review, reconcile and input loan status information indicated on the monthly delinquency status reports submitted by Servicers.
- Review and process hazard insurance notifications received by the Agency.
- Maintain complete and accurate paid in full loan files.



## Homes and Community Renewal

- Provide additional support in the review of REO contracts and legal documents for accuracy and completeness.
- Provide guidance and support to junior Servicing unit staff.
- 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.

### **Requirements/Qualifications:**

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

- 2+ years successful experience with mortgage documents and loan satisfaction process;
- Familiarity of New York State collateral documents; and
- Ability to work effectively under pressure.
- Organizational skills to manage multiple accounts simultaneously;
- Ability to work independently with minimal supervision;
- Proficient in MS Excel and MS Word;
- Excellent verbal and written communication skills; and
- Strong analytical skills and attention to detail.

### **What we offer:**

- Exciting opportunity to be part of New York's resurgence to greatness
- Extensive benefits package including paid leave, excellent health, dental, vision and retirement benefits
- Promotional opportunity for dedicated professionals

*All internal SONYMA/HFA/AHC employees(only) are directed to apply via [internalcandidates@hcr.ny.gov](mailto:internalcandidates@hcr.ny.gov)*

***Please Include your name in the subject line***

***[TO APPLY, CLICK HERE.](#)***

**Applicants must include resume and cover letter**

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