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## **Loan Reservation** **Specialist, Originations** *(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.

#### **Position Summary:**

Support overall Single Family Program development and operations, including new program initiatives, modernization of internal processes and tools and unit communications. Also, conduct Loan Reservations tracking for Originations unit.

#### **Essential Duties / Responsibilities:**

The primary responsibilities of the position will be to:

- Perform email communication and telephone interaction with participating lenders (e.g., providing status of loan reservations and SONYMA #, problem resolutions, etc.), vendors and other industry professionals. Assist with inquiries and respond to correspondence received by the Reservations mailbox.
- Provide Lender Support & Training for SONYMA Express and Lender Online (LOL) electronic underwriting 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.
- Receive SONYMA Express files and Pre-Closing Compliance files via electronic submission and prepare for Loan Analyst assignment and review. Maintain list of files assigned and distributed. Monitor and assist with inquiries and respond to correspondence received by the PreClose mailbox.
- Receive, log, and scan or distribute collateral documents received for review and purchase. Monitor and assist with inquiries and respond to correspondence received by the PostClose mailbox.



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- Assisting with pipeline management to ensure information is current and accurate.
- Generate and disseminate daily reporting of unreviewed loans and pending loan documentation reports.
- Generate and communicate daily Loan Reservation Reports and other periodic Internal Reports according to the needs of Senior Management.
- Accept, review, and input the manual Loan Reservation submitted by Lenders for completeness, acceptance and accuracy. Resolve problem areas (i.e., missing, or incorrect data).
- Communicate receipt of trailing documents to the assigned or covering Loan Analyst.
- Monitor and assist with inquiries and respond to correspondence received by the Extensions & CriticalFields mailboxes.
- Monitor Pool Approvals for new Participating Lenders for assignment for feedback by the Loan Analyst.
- Run month end reports for automatic swept cancellations, PSAs, missing Census Tracts, and expired commitments.
- Run, review, reconcile, correct, and report daily Loan Reservation Reports and weekly PSA reports.
- Run MISCoded Flip Code report weekly.
- Maintain records for loan reservations and cancellations according to Internal Control and File Retention procedures/requirements.
- Review, process and reconcile loan cancellations and declinations to ensure accurate reporting and pipeline management.
- Track and oversee the indexing of loans received for timeliness and communicate delays and action required, as appropriate.
- Maintain log of approved files that are transferred to the Closing Area.
- Assist with the return of documents to lenders as requested.
- Prepare (print and mail) Federal Recapture Notices Disclosures to borrower(s) and provide accompanying reports.
- Upload of Recapture Notification letters to shared folders respective to all loan purchased within the prior week.
- 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.
- Complete other duties as needed by supervisor.

## 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.
- Able to multi-task and meet deadlines and deliverables.
- Highly proficient in Microsoft Outlook, Word, Excel, and SharePoint.
- Ability to effectively interface with the Lender community and 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.

## 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



## Homes and Community Renewal

### ***Job Opportunities at New York State Homes and Community Renewal***

*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**

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