

KEEP MY TN HOME (KMTN) RECERTIFICATION SPECIALIST

APPLICATION DEADLINE IS MONDAY, JUNE 22ND AT 11:59 P.M.

APPLICATION MUST BE COMPLETED AND RESUME ATTACHED FOR CONSIDERATION

Division: Single Family Programs
Reports to: KMTN Recertification Manager
Location: Nashville, TN
Full-time/Part-time: Full-time Long-Term Temporary
Salary Grade: 29
Monthly Salary Range Minimum: \$3,023
FLSA Classification: Non-Exempt (01)

Critical features of this job are described under the headings below. They may be subject to change due to changes in our business processes or other business-related reasons.

POSITION SUMMARY: Responsible for processing incoming loan documentation for the recertification of eligibility for the KEEP MY TN HOME (KMTN) program, and communicating with borrowers and counseling agencies as needed to complete loan files.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Essential duties and responsibilities include the following. Other duties may be assigned.

- Determines continued client eligibility for the KMTN program, by reviewing borrower income, hardship documentation and assets.
- Manages recertification documentation as received, reviews file for completeness and notifies counseling partners and/or borrowers of incomplete submissions as applicable.
- Prepares recertification approvals to be sent to the Closing and Payments staff.
- Makes recommendations and assists counseling agencies to increase their pull through recertification submission efficiency.
- Facilitates communications with borrowers, Tennessee KMTN program staff, and KMTN approved vendors through secure server platforms, telephone contact and other means.
- Maintains document tracking in the MITAS computer system accurately and provides communication to counseling agencies on missing documentation.
- Maintains necessary documentation and files while safeguarding personal borrower information.
- Maintains working relationship with KMTN Partner Counselors to help with any questions on recertifications and/or program guidelines.

MINIMUM QUALIFICATIONS

The requirements listed below are representative of the knowledge, skills, and/or abilities required.

Education and Experience:

- High school diploma or equivalent GED.
- One year of experience in mortgage lending, mortgage processing, foreclosure mitigation counseling, or related areas.

The above qualifications express the minimum standards of education and/or experience for this position. Other combinations of education and experience, if evaluated as equivalent, may be taken into consideration.

Knowledge, Skills, Abilities, and Competencies:

- Strong interpersonal skills.
- Excellent verbal and written communication skills.
- Builds and maintains positive relationships with internal and external constituents.
- Strong organizational skills.
- Strong time management skills; uses time effectively; consistently meets deadlines.
- Maintains a high level of confidentiality.
- Ability to exercise good judgment in evaluating complex situations.
- Ability to handle frequent procedural change.
- Documents regularly, thoroughly, accurately, and completely.
- Exercises good and consistently fair judgment, courtesy, and tact in dealing with the staff and public in giving and obtaining information.
- Computer literate; proficient in Microsoft Word, Excel, Outlook, and the internet; able to effectively adapt to and use other computer systems as needed for daily activities.

Special Demands:

The special demands described here are representative of those that must be met by a staff member to successfully perform the essential functions of this job.

- While performing the duties of this job, the employee is regularly required to sit; stand; use hands to finger, handle or feel; and talk and hear.
- The employee is occasionally required to walk; reach with hands and arms, and stoop, kneel, or crouch.
- Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust focus.

EQUAL OPPORTUNITY/EQUAL ACCESS/AFFIRMATIVE ACTION EMPLOYER

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ONLINE INSTRUCTIONS**