

# 9772 - Community Development Spec

## Mortgage Loan Servicer

Recruitment #tex-9772-074602

DEPARTMENT	Mayor
ANALYST	Karen Henderson
DATE OPENED	4/18/2017 8:00:00 AM
FILING DEADLINE	4/29/2017 5:00:00 PM
SALARY	\$34.74 - \$42.23/hour; \$6,021.00 - \$7,319.00/month; \$72,254.00 - \$87,828.00/year
JOB TYPE	Temporary Exempt
EMPLOYMENT TYPE	Full-Time

### INTRODUCTION

Mayor's Office of Housing and Community Development

9772 - Community Development Specialist

Mortgage Loan Servicer

**If you applied for this position during the initial recruitment period**

**February 18, 2017 - March 3, 2017**

**to be considered you are not required to reapply.**

The Mayor's Office of Housing and Community Development (MOHCD) is looking for an experienced mortgage loan servicer to assist with its down payment assistance loan and below market rate homeownership programs.

Position Description:

Under immediate supervision, the Community Development Assistant at the Mayor's Office of Housing and Community Development (MYR) performs journey level duties in monitoring and evaluating community development, housing and/or housing development, finance, education, social work, children/youth work, or criminal justice programs. The essential functions include: Providing technical assistance to those seeking refinancing, pay-off, title changes, capital improvement claims and reconveyance requests; responding to the loan servicing-related inquiries from various groups, organizations and individuals through different channels (e.g. walk-in, email, phone and mail); Review and provide recommendations on refinancing/subordination applications; Assist in development of homeownership programs loan servicing manual, checklists, and correspondence letters; Provide filing assistance to internal staff; Convert paper files into digital format; Update the City website in the areas of loan pay-off and refinance/subordination. Community Development Specialist also performs related duties as required.

Desirable Qualifications:

- Minimum two year's experience in mortgage underwriting and/or loan servicing
- Experience qualifying households for affordable housing eligibility.
- NMLS certification
- Experience with government sponsored down payment assistance programs and multi layered financing.
- Capacity to undertake and prioritize various responsibilities
- Ability to efficiently execute instructions, work independently and meet deadlines
- Effectively interact with community organizations to help increase home buying and rental opportunities among communities with the greatest need.

- Proficiency in Excel
- Experience in governmentally run homeownership and rental assistance programs targeting the low and moderate income community.

**Desirable Qualifications:** The stated desirable qualifications may be used to identify job finalists at the end of the selection process when candidates are referred for hiring.

### MINIMUM QUALIFICATIONS

#### Minimum Qualifications:

1. Possession of a baccalaureate degree from an accredited college or university AND one (1) year of administrative/professional experience in community development, housing and/or housing development, finance, education, social work, children/youth work, criminal justice, or elections related work; OR
2. Possession of a baccalaureate degree from an accredited college or university with major coursework in public or business administration, urban planning, government, social work, education, finance, criminal justice, or related field.

#### Substitution:

Verifiable administrative/professional experience involving community development, housing and/or housing development, finance, education, social work, children/youth work, criminal justice, and/or elections may substitute for the educational requirement in Minimum Qualification #1 on a year-for-year basis.

### HOW TO APPLY

Applications for City and County of San Francisco jobs are **only** accepted through an online process. Visit [www.jobaps.com/sf](http://www.jobaps.com/sf) to register an account (if you have not already done so) and begin the application process.

- Select the desired job announcement
- Select "Apply" and read and acknowledge the information

- Select either "I am a New User" if you have not previously registered, or "I have Registered Previously"
- Follow instructions on the screen

Computers are available for the public (from 8:00 a.m. to 5:00 p.m. Monday through Friday) to file online applications in the lobby of the Dept. of Human Resources at 1 South Van Ness Avenue, 4th Floor, San Francisco.

Applicants may be contacted by email about this announcement and, therefore, it is their responsibility to ensure that their registered email address is accurate and kept up-to-date. Also, applicants must ensure that email from CCSF is not blocked on their computer by a spam filter. To prevent blocking, applicants should set up their email to accept CCSF mail from the following addresses (@sfgov.org, @sfdpw.org, @sfport.com, @flysfo.com, @sfwater.org, @sfdph.org, @asianart.org, @sfmta.com, @sfpl.org, @dcyf.org, @first5sf.org).

Applicants will receive a confirmation email that their online application has been received in response to every announcement for which they file. Applicants should retain this confirmation email for their records. Failure to receive this email means that the online application was not submitted or received.

All work experience, education, training and other information substantiating how you meet the minimum qualifications must be included on your application by the filing deadline. Information submitted after the filing deadline will not be considered in determining whether you meet the minimum qualifications.

Applications completed improperly may be cause for ineligibility, disqualification or may lead to lower scores.

If you have any questions regarding this recruitment or application process, please contact the exam analyst, Karen Henderson, by telephone at 415-701-5557 or by email at [Karen.henderson@sfgov.org](mailto:Karen.henderson@sfgov.org).

Make sure your application and any attachments to the application submitted at the time of filing are complete and accurate and include details on all experience, education, training and other information that qualifies you for this recruitment. Failure to submit a complete and accurate application at the time of filing may result in your ineligibility for this recruitment or inability to receive full credit for

scoring purposes. Any new information concerning work experience, education, training and other information that is submitted after the filing deadline may not be used for scoring or considered to determine whether you meet the minimum qualifications.

MINORITIES, WOMEN AND PERSONS WITH DISABILITIES ARE ENCOURAGED TO  
APPLY AN EQUAL OPPORTUNITY EMPLOYER

**Verification:**

Applicants may be required to submit verification of qualifying education and experience at any point during the recruitment and selection process. If education verification is required, information on how to verify education requirements, including verifying foreign education credits or degree equivalency, can be found at <http://sfdhr.org/index.aspx?page=456>

Note: Falsifying one's education, training, or work experience or attempted deception on the application may result in disqualification for this and future job opportunities with the City and County of San Francisco.

**CONVICTION HISTORY**

As a *finalist* for a job, you will be fingerprinted, and your fingerprints will be sent to the California Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI). The resulting report of your conviction history (if any) will be used to determine whether the nature of your conviction (or arrest, in limited circumstances) conflicts with the specific duties and responsibilities of the job for which you are a *finalist*. If a conflict exists, you will be asked to present any evidence of rehabilitation that may mitigate the conflict, except when federal or state regulations bar employment in specific circumstances, such as:

- Candidates applying for positions with the Unified School District and the Community College District may be disqualified from consideration should their conviction history not meet the standards established under the California Education Code.
- Candidates applying for positions with the Recreation and Park Department may be disqualified from consideration should their conviction history not

meet the standards established under California Public Resources Code 5164.

*Having a conviction history does not automatically preclude you from a job with the City.*

If you are selected as a finalist, the hiring department will contact you to schedule a fingerprinting appointment.

#### **DISASTER SERVICE WORKERS**

All City and County of San Francisco employees are designated Disaster Service Workers through state and local law (California Government Code Section 3100-3109). Employment with the City requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Worker-related training as assigned, and to return to work as ordered in the event of an emergency.

#### **CONCLUSION**

##### **General Information concerning City and County of San Francisco Employment Policies and Procedures:**

Important Employment Information for the City and County of San Francisco can be obtained at <http://sfdhr.org/information-about-hiring-process> or hard copy at 1 South Van Ness Avenue, 4<sup>th</sup> Floor.

##### **Copies of Application Documents:**

Applicants should keep copies of all documents submitted, as these will not be returned.

##### **Right to Work:**

All persons entering the City and County of San Francisco workforce are required to provide verification of authorization to work in the United States.

##### **Requests:**

Applicants with disabilities who meet the minimum eligibility requirements for this job announcement can find information on requesting a reasonable **ADA Accommodation** at: <http://sfdhr.org/information-about-hiring-process#applicantswithdisabilities>

Information regarding requests for **Veterans Preference** can be found at:

<http://sfdhr.org/information-about-hiring-process#veteranspreference>

Exam Type: Exempt - Issued: 02/17/2017 - Micki Callahan Human Resources Director Department of  
Human Resources - Recruitment ID Number: TEX-9772-074602 - Mayor's Office of Housing and  
Community Development /KH/ 701-5557

### BENEFITS

All employees hired on or after January 10, 2009 will be required (pursuant to San Francisco Charter Section A8.432) to contribute 2% of pre-tax compensation to fund retiree healthcare. In addition, most employees are required to make a member contribution towards retirement, ranging from 7.5%-13.25% of compensation. For more information on these provisions, please contact the personnel office of the hiring agency.

For more information about benefits, please click here.

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Back to Top