

GENERAL MANAGER/MORTGAGE BANKING EXECUTIVE

Boston Community Capital (BCC), a nonprofit CDFI with a 27-year track record of building healthy communities through socially responsible lending and investment, is seeking a General Manager/Mortgage Banking Executive for the SUN Initiative (Stabilization of Urban Neighborhoods), an innovative program that helps individuals and families who are facing foreclosure or eviction to remain in their homes with mortgages they can afford.

SUN utilizes the decline in real estate prices in low-income areas to purchase foreclosed homes at discounted values and resell those same homes (with mortgage financing) to their existing occupants – owners and tenants – thereby avoiding the high levels of vacancy that encourage neighborhood blight and destabilization. SUN currently serves families in low- and moderate-income communities throughout Massachusetts, and has plans to expand its model nationwide. Since its launching in 2009, SUN has helped over 135 MA residents remain in their homes, reducing average monthly mortgage expense by 44%.

DUTIES AND RESPONSIBILITIES:

The General Manager of SUN must be a creative, strategic and tactical thinker and comfortable operating at the 10,000-foot level as well as in the trenches, routinely moving deftly between the two. S/he will work closely with the CEO and the SUN staff to provide strategic, tactical and operational leadership for the business. Duties and responsibilities will include:

- Manage the daily operations of the business including the management of staff.
 - Oversee all processes and procedures for the purchase and sale of properties including inspections, valuations, offer negotiations, and closings.
 - Manage all functions of the mortgage business including origination, underwriting, processing, closing, servicing, and other post closing activities.
 - Manage the efficient utilization of the Encompass mortgage loan system for optimum processing, reporting, and compliance.
 - Position the organization for growth and ensure processes are scalable.
- Develop and manage of the annual operating plan and budget for the business (working with BCC's finance department).
- Ensure compliance with all laws and regulations including but not limited to Reg Z, Reg B, Reg X, UDAAP, Dodd Frank, Flood Protection Disaster Act Safe Act, Red Flags. Oversee and respond to all quality control audit reports.

- Develop and manage the marketing and sales of the business ensuring an effective marketing and sales strategy, clear messaging, and cost effective customer acquisition, including the development and implementation of an on-line strategy.
- Create and maintain a customer-centric team environment conducive to the BCC mission of treating customers with dignity and respect and keeping borrowers in their homes.
- Broaden and deepen BCC's business relationships as appropriate with SUN's constituents including clients, investors, key referral sources, partners and employees, participating in community outreach events, investor relations and fundraising activities, and public relations.
- Grow and manage the business to sustained profitability working within the framework of the organization's resources.
- Provide support for fund raising, investor relations and public relations as needed.

QUALIFICATIONS

While no one person will embody all of the qualities enumerated below, the successful candidate will bring many of the following qualifications and attributes:

- 8-10 years minimum experience as an executive mortgage banker managing a mortgage company, or residential lending department.
- Demonstrated ability to flourish in a small, nimble, entrepreneurial and mission-driven environment.
- Comprehensive knowledge of secondary market guidelines and state and federal lending laws and regulations.
- Working knowledge of the Encompass mortgage loan system.
- Knowledge of the foreclosure, REO, short sale and modification processes.
- An established network of industry partners to aid in the SUN mission.
- A team player able to inspire a qualified team to maintain high performance in a fast paced environment.
- Demonstrated record of creating and managing budgets.
- Excellent communication, writing, media, presentation, and analytical skills.
- Demonstrated success in marketing to our target populations.
- Bachelors Degree required. An MBA or JD a plus.

PERSONAL CHARACTERISTICS

The ideal candidate will have the following characteristics:

- An intelligent, systematic thinker with excellent organizational skills and a creative "can-do" approach to risk-assessment and problem-solving.

- Drive, coupled with energetic leadership qualities and a team-building, collegial approach to work.
- Excellent interpersonal and communication Goal-oriented, project-oriented, and achievement-oriented.
- Strong sense of ethics and integrity.
- Demonstrated commitment to social, economic and political justice, consistent with the mission and goals of Boston Community Capital.

BACKGROUND

Boston Community Capital (BCC) has nearly \$700 million in assets under management and is a fully self-sustaining nonprofit organization; 2010 revenues exceeded \$16 million. To date, BCC has invested over \$650 million in underserved communities nationwide financing over 11,000 affordable homes, over 800,000 square feet of inner-city commercial real estate, child care facilities and schools serving nearly 10,000 children, businesses creating over 1,800 jobs, over 2.5 million acres of sustainably managed timberlands in distressed, rural areas, and over \$17 million in residential mortgages through SUN. Although BCC operates nationally, the organization's headquarters as well as the SUN organization offices are located in the Dudley Square neighborhood of Boston.

In 2010, BCC received the NEXT Award in Opportunity Finance, the premier national award for innovation in community development finance. Its work has been featured in local and national news publications, including *PBS NewsHour*, *The New York Times*, and *CBS Evening News*. In April 2011, Federal Reserve Chair Ben Bernanke cited BCC for its effective community-based response to the foreclosure crisis. To learn more about SUN and BCC visit www.bostoncommunitycapital.org and www.SUNhomehelp.org.

COMPENSATION AND BENEFITS

Salary is based on experience and qualifications. Benefits include four weeks of vacation, medical and disability insurance, and generous retirement benefits.

APPLICATION PROCEDURE

To apply, send a letter of application, resume, and three references via email to SUNCareers@bostoncommunitycapital.org including the subject line: "General Manager" In your cover letter, please indicate where you learned of this posting. Applications will be accepted until the position is filled. No phone calls or faxes, please.

Boston Community Capital is an equal opportunity employer. Boston Community Capital is committed to a policy of equal employment opportunity for all employees or applicants for employment without regard to race, color, religion, gender, age, national origin, ancestry, sexual orientation, physical or mental disability, genetic information, veteran status or other protected status in accordance with applicable federal, state and local laws.

POSTION TITLE: **SUN Mortgage Loan Originator**

REPORTS TO: **SUN General Manager**

BASIC PURPOSE/FUNCTION: In one or two paragraphs, briefly but specifically describe the primary functions of the position.

A SUN Mortgage Loan Originator (MLO) works closely with SUN program applicants to prequalify them for the program, to collect financial data, to complete application forms, to explain the SUN program to the applicant and to disclose all the terms and conditions. The MLO is responsible for preparing a complete and updated loan application package that is sent to processing and underwriting for approval. An MLO often stays in contact with the client throughout the loan process as a point of contact until the loan is closed.

An MLO makes a preliminary decision on whether an applicant may qualify for the program which is then reviewed by an Underwriter. MLO's are required to understand the entire loan origination process and to stay current on mortgage lending regulations. Each originator is responsible for keeping accurate client files, and making sure all documents are properly filed and stored as required by state law.

Working closely with the entire SUN organization, the Mortgage Loan Originator interfaces daily with processors and underwriters and assists them in gathering the needed financial information for making a loan decision.

PRIMARY DUTIES AND RESPONSIBILITIES: List the Primary responsibilities of the position. Indicate the most important functions first, and the approximate percentage of time spent on each

		% Time
1	Prequalifies Applicants for Loans during prequalification meetings <ul style="list-style-type: none">Meets production goals required to achieve budget.	30%
2	Meets with Clients to take the loan application <ul style="list-style-type: none">Discloses all the terms and conditions of the programPrepares for the meetings and prepares the GFE/TILA	42%
3	Secures necessary financial documents from clients throughout the loan origination process <ul style="list-style-type: none">Maintains an organized Additional Needs fileRequests additional Needs documents as requested by Processing and Underwriting	10%
4	Regulatory Compliance: <ul style="list-style-type: none">Stays current on mortgage banking regulationsFollows regulations in performing daily tasksAssists other staff in maintaining compliance to regulationsAttends company sponsored training sessionsMaintains MLO license	2%
5	Actively Supports Process improvement activities and follows	5%

	processes <ul style="list-style-type: none"> • Uses Encompass and other automated tools to track work and to provide timely reporting information. • Uses Encompass pipeline view to manage work • Completes checklist for each file • Leads process improvement activities when requested • Offers suggestions on ways to improve processes 	
6	Supports Processing, Underwriting, Negotiations, Closings, and other staff as required to meet organizational goals.	5%
7	Supports special funding programs as required <ul style="list-style-type: none"> • Completes reports in a timely manner • Attends meetings as required • Acts as a point of contact for the funding agency 	2%
8	Supports SUN marketing activities and public relations. Provides information as requested and attend meetings as required.	2%
9	Actively participate in BCC staff, and SUN staff meetings; Comes to meetings prepared and on time.	2%

REQUIRED SKILLS: In order of importance, list specific skills or talents that a qualified incumbent should possess (e.g. computer literacy, subject knowledge, etc.)

1	Knowledge of prequalification and loan application process. Excellent understanding of the SUN program, including all terms and conditions. Detail oriented with good decision-making ability. Work is thorough, accurate, and complete – gives attention to detail, follows up on items as necessary. <ul style="list-style-type: none"> • Ability to analyze borrower's income and calculate DTI ratios. • Solid understanding of residential real estate market and values. • Solid understanding of the underwriting guidelines.
2	Exhibits strong current knowledge of regulations regarding mortgage lending and familiarity with both conventional and government mortgage policies. <ul style="list-style-type: none"> • Must be a licensed MLO in Massachusetts.
3	Possesses excellent customer service skills and demonstrates a strong ability to work with a diverse customer base. Ability to work with clients and applicants that possess varied levels of sophistication to move feasible deals forward. Shows an appropriate level of empathy and patience for clients but also displays good judgment on the appropriateness of the SUN program for the applicant.
4	Possesses excellent computer skills and a strong working knowledge of Encompass. Uses these skills and tools to improve efficiency, to set and follow processes and to understand workflow.
5	Ability to manage a high volume of work. Ability to manage multiple priorities, set goals, meet deadlines and work under pressure. Ability to use work time productively; structure tasks, plan objectives to get work done in a timely and efficient manner;
6	Ability to be a strong team player that works well with management and peers. Ability to effectively interface with all in-house departments. Ability to delegate

	work and to give and receive constructive feedback. Is sensitive to the needs and feelings of others and develops rapport and trust. Accepts interpersonal differences and deals effectively with others regardless of level or status. Demonstrates professional conduct at all times.
7	Ability to provide daily reporting to management as requested. Ability to contribute to the overall understanding of the business metrics. Understands the process workflow of his/her department. Aware of budgets and overall organization goals.
8	Possesses excellent communication skills and presents and expresses information effectively and clearly through written and oral communication
9	Is a self starter. Ability to work independently, to take the initiative to introduce new ideas, systems, processes for the betterment of the position, department and overall organization
10	Able to accept new assignments, changing priorities, and adapt to the needs of the organization. Ability to handle day to day stress of the job.
11	Ability to speak multiple languages, particularly Spanish, a plus (not required)

EDUCATION: Indicate the level of education **TYPICALLY** required for the position and area of concentration

	High School or GED			Masters
	Associate or Technical			Doctorate
X	Bachelor Degree	<input type="checkbox"/> Business <input type="checkbox"/> Marketing		Other Certificate or License

PRIOR WORK EXPERIENCE: indicate the amount of prior **RELATED** work experience **TYPICALLY** required to fulfill the responsibilities of the position

	None		1 to 3 years		8 to 10 years
	Less than 6 months	<u>X</u>	3 to 5 years		10 to 15 years
	6 months to 1 year		5 to 8 years		15 years or more

POSTION TITLE: **SUN Mortgage Processor**

REPORTS TO: **SUN General Manager**

<u>BASIC PURPOSE/FUNCTION:</u> In one or two paragraphs, briefly but <u>specifically</u> describe the primary functions of the position.		
<p>A SUN Mortgage processor prepares files for underwriting. This entails performing a preliminary review of the file and ordering required documents including for example title, appraisals, inspections, VOEs. A processor also takes the lead on clearing any underwriting conditions.</p> <p>The Processor works closely with the Underwriters and provides support for Mortgage Loan Originators and other staff as required.</p>		
<u>PRIMARY DUTIES AND RESPONSIBILITIES:</u> List the Primary responsibilities of the position. Indicate the <u>most important</u> functions first, and the approximate percentage of time spent on each		
		% Time
1	Prepares the application for Underwriting <ul style="list-style-type: none">Reviews the application for completeness and secures missing documentsOrders VOEs, Title, Appraisals, etc.Makes a recommendation to the Underwriter and flags any issues identifiedMeets production goals required to achieve budget	50
2	Clears Conditions as identified by underwriting <ul style="list-style-type: none">Prepares and sends the additional needs letter to the applicantFollows-up on requests for information.Closes out files for non-responsive clients and sends letter to clientEfficiently tracks this information and resubmits in a timely fashion the application once all the needed information is received	32
2	Regulatory Compliance: <ul style="list-style-type: none">Leads the redisclosure of files as necessary to maintain complianceSupports MLOs in GFE/TIL disclosuresStays current on regulations employing this knowledge in daily tasksAttends company sponsored training sessionsAssists other staff in maintaining compliance to regulationsEnsures that files remain in compliance	10
4	Actively Supports Existing Processes and Process improvement activities. <ul style="list-style-type: none">Uses Encompass and other automated tools to track work and	5

	to provide timely reporting information <ul style="list-style-type: none"> • Uses Encompass pipeline view to manage work • Completes checklist for each file • Leads process improvement activities when requested • Offers suggestions on ways to improve processes • Organizes and maintains the active files in processing 	
5	Supports SUN marketing activities and public relations. Provides information as requested and attend meetings as required.	1
6	Actively participate in BCC staff, and SUN staff meetings; Comes to meetings prepared and on time.	2

REQUIRED SKILLS: In order of importance, list specific skills or talents that a qualified incumbent should possess (e.g. computer literacy, subject knowledge, etc.)

1	Knowledge of processing procedures as well as a general understanding of the underwriting process and guidelines. Must be detail oriented with excellent organizational. Ability to perform work that is thorough, accurate, and complete– gives attention to detail, follows up on items as necessary.
2	Exhibits strong current knowledge of regulations regarding mortgage lending and familiarity with both conventional and government mortgage policies.
3	Possesses excellent computer skills and a strong working knowledge of Encompass. Uses these skills and tools to improve efficiency, to set and follow processes and to understand workflow.
4	Ability to manage a high volume of work. Ability to manage multiple priorities, set goals, meet deadline, and work under pressure. Ability to use work time productively; structure tasks, plan objectives to get work done in a timely and efficient manner;
5	Possesses strong interpersonal skills. Ability to be a strong team player that works well with management and peers. Ability to effectively interface with all in-house departments. Ability to delegate work and to give and receive constructive feedback. Is sensitive to the needs and feelings of others and develops rapport and trust. Accepts interpersonal differences and deals effectively with others regardless of level or status. Demonstrates professional conduct at all times.
6	Ability to provide daily reporting to management as requested. Ability to contribute to the overall understanding of the business metrics. Understands the process workflow of his/her department. Aware of budgets and overall organization goals.
7	Possesses excellent customer service skills and demonstrates a strong ability to work with a diverse customer base. Ability to work with clients and applicants that possess a varied levels of sophistication to move feasible deals forward or to decline deals that are not feasible.
8	Possesses excellent communication skills and presents and expresses information effectively and clearly through written and oral communication
9	Is a self starter. Ability to work independently, to take the initiative to introduce new ideas, systems, processes for the betterment of the position, department and overall organization

10	Able to accept new assignment, changing priorities, and adapt to the needs of the organization. Ability to handle day to day stress of the job.
11	Ability to speak multiple languages particularly Spanish a plus (not required)

<u>EDUCATION:</u> Indicate the level of education TYPICALLY required for the position and area of concentration				
	High School or GED			Masters
X	Associate or Technical			Doctorate
	Bachelor Degree	<input type="checkbox"/> Business <input type="checkbox"/> Marketing		Other Certificate or License

<u>PRIOR WORK EXPERIENCE:</u> indicate the amount of prior RELATED work experience TYPICALLY required to fulfill the responsibilities of the position					
	None		1 to 3 years		8 to 10 years
	Less than 6 months		3 to 5 years		10 to 15 years
	6 months to 1 year	X	5 to 8 years		15 years or more

POSTION TITLE: **SUN Mortgage Underwriter**

REPORTS TO: **SUN General Manager**

BASIC PURPOSE/FUNCTION: In one or two sentences, briefly but specifically describe the primary functions of the position.

A SUN Mortgage underwriter approves, suspends or denies mortgage loan applications. The underwriter evaluates and verifies the application and determines the maximum loan amount for which an applicant may qualify as well as whether the applicant is able to repay a specific loan amount. The underwriter ensures that the property specifications and loan terms meet financial institution requirements and government regulations. The underwriter documents the reasons for approval and denial and adds that documentation to the loan file.

Working closely with the entire SUN organization, the underwriter provides support for Mortgage Loan Originators and interfaces daily with negotiators, processors, and closers to buy property and sell them back to the owner.

PRIMARY DUTIES AND RESPONSIBILITIES: List the Primary responsibilities of the position. Indicate the most important functions first, and the approximate percentage of time spent on each

		% Time
1	Underwrites Loans in accordance with secondary market guidelines. <ul style="list-style-type: none">• Meets production goals required to achieve budget.	65%
2	Regulatory Compliance: <ul style="list-style-type: none">• Assists other staff in maintaining compliance to regulations.• Completes 2nd Tier Denial Reviews in a timely fashion• Ensures that files remain in compliance	13%
3	Supports Negotiations, Closings, and other staff as required to organizational goals.	15%
4	Actively Supports Process improvement activities. Uses Encompass and other automated tools to track work and to provide timely reporting information.	4%
5	Supports SUN marketing activities and public relations. Provides information as requested and attend meetings as required.	1%
6	Actively participate in BCC staff, and SUN staff meetings; Comes to meetings prepared and on time.	2%

REQUIRED SKILLS: In order of importance, list specific skills or talents that a qualified incumbent should possess (e.g. computer literacy, subject knowledge, etc.)

1	Knowledge of Underwriting process and guidelines and detail oriented with excellent research and decision-making ability. Work is thorough, accurate, neat – gives attention to detail, follows up on items as necessary. Uses logical and sound judgment in choosing a particular course of action and in generating
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	alternative courses of action.
2	Exhibits strong current knowledge of regulations regarding mortgage lending and familiarity with both conventional and government mortgage policies.
3	Possesses excellent computer skills and a strong working knowledge of Encompass. Uses these skills and tools to improve efficiency, to set and follow processes and to understand workflow.
4	Ability to manage multiple priorities, set goals, meet deadlines and work under pressure. Ability to use work time productively; structure tasks, plan objectives to get work done in a timely and efficient manner;
5	Possesses strong interpersonal skills. Ability to be a strong team player that works well with management and peers. Ability to effectively interface with all in-house departments. Ability to delegate work and to give and receive constructive feedback. Is sensitive to the needs and feelings of others and develops rapport and trust. Accepts interpersonal differences and deals effectively with others regardless of level or status. Demonstrates professional conduct at all times.
6	Ability to provide daily reporting to management as requested. Ability to contribute to the overall understanding of the business metrics. Understands the process workflow of his/her department. Aware of budgets and overall organization goals.
7	Possesses excellent customer service skills and demonstrates a strong ability to work with a diverse customer base. Ability to work with clients and applicants that possess a varied levels of sophistication to move feasible deals forward or to tactfully g deals that are less than compelling or not feasible.
8	Possesses excellent communication skills and presents and expresses information effectively and clearly through written and oral communication
9	Is a self starter. Ability to work independently, to take the initiative to introduce new ideas, systems, processes for the betterment of the position, department and overall organization
10	Able to accept new assignment, changing priorities, and adapt to the needs of the organization. Ability to handle day to day stress of the job.
11	Ability to speak multiple languages particularly Spanish a plus (not required)

<u>EDUCATION:</u> Indicate the level of education TYPICALLY required for the position and area of concentration				
	High School or GED			Masters
	Associate or Technical			Doctorate
X	Bachelor Degree	<input type="checkbox"/> Business <input type="checkbox"/> Marketing		Other Certificate or License

<u>PRIOR WORK EXPERIENCE:</u> indicate the amount of prior RELATED work experience TYPICALLY required to fulfill the responsibilities of the position					
	None		1 to 3 years		8 to 10 years
	Less than 6 months		3 to 5 years	<u>X</u>	10 to 15 years
	6 months to 1 year		5 to 8 years		15 years or more

POSTION TITLE: **SUN Negotiator**

REPORTS TO: **SUN General Manager**

BASIC PURPOSE/FUNCTION: In one or two paragraphs, briefly but specifically describe the primary functions of the position.

A SUN Negotiator's primary role in the SUN process is to negotiate and purchase properties from the mortgage holders, typically a bank, at a price that is affordable to the applicant/occupant of the property. This entails preparing an offer, submitting it to the bank or investor, negotiating an acceptable offer, and closing on the purchase of the property. The Negotiator determines the offer and counter offer prices and builds relationships with various banks to facilitate the negotiation process.

A Negotiator also negotiates the Purchase and Sale Agreement with the owner/bank and coordinates the closing. A Negotiator stays in contact with the client throughout the negotiation process. Negotiators routinely interface with underwriters and other SUN staff to close the transaction.

PRIMARY DUTIES AND RESPONSIBILITIES: List the Primary responsibilities of the position. Indicate the most important functions first, and the approximate percentage of time spent on each

		% Time
1	<p>Negotiates with the bank/investor to purchase property at a price acceptable to both applicant and seller. Meets production goals required to achieve budget.</p> <ul style="list-style-type: none">• Includes determining the offer and counter offer prices based on appraisal information and market data. The Negotiator also considers both the maximum loan for which the applicant is approved, any second liens, needed property repairs, as well as the comfort of the owners with the new mortgage amount.• Prepares the offer package for both REO and Short sales• Negotiator builds relationships with various banks to facilitate the negotiation process.• Collects EMD and obtains signed P&S from applicant to repurchase the property• Negotiates second liens if necessary• Follows-up on offers; prepares and provides counter offers as necessary	50%
2	<p>Negotiates the Purchase and Sale Agreement with the Bank to acceptable terms. Coordinates the closing for purchasing the property.</p>	20%
3	<p>Regulatory Compliance:</p> <ul style="list-style-type: none">• Stays current on mortgage banking regulations• Follows regulations in performing daily tasks• Assists other staff in maintaining compliance to regulations	5%

4	Actively Supports existing processes and process improvement activities. <ul style="list-style-type: none"> • Uses Encompass and other automated tools to track work and to provide timely reporting information • Uses Encompass pipeline view to manage work • Completes checklist for each file • Leads process improvement activities when requested • Offers suggestions on ways to improve processes 	5%
5	Supports Aura Closings and other tasks as required to meet organizational goals.	5%
6	Supports SUN marketing activities and public relations. Provides information as requested and attend meetings as required.	1%
7	Actively participate in BCC staff, and SUN staff meetings; Comes to meetings prepared and on time.	2%

REQUIRED SKILLS: In order of importance, list specific skills or talents that a qualified incumbent should possess (e.g. computer literacy, subject knowledge, etc.)

1	Thorough knowledge of the offer and negotiation process. <ul style="list-style-type: none"> • Possesses real estate valuation analysis skill. • Excellent understanding of the SUN program, including all terms and conditions • General understanding of Underwriting process • Adept at negotiations • Detail oriented with good decision-making ability • Work is thorough, accurate, and complete – gives attention to detail, follows up on items as necessary
2	Exhibits strong current knowledge of regulations regarding mortgage lending and familiarity with both conventional and government mortgage policies.
3	Strong knowledge of the real estate closing process. Excellent knowledge of real estate terms. Knowledge of title issues and how to resolve.
4	Possesses excellent customer service skills and demonstrates a strong ability to work with a diverse customer base. Ability to work with clients and applicants that possess varied levels of sophistication to move feasible deals forward.
5	Possesses excellent computer skills and a strong working knowledge of Encompass. Uses these skills and tools to improve efficiency, to set and follow processes and to understand workflow.
6	Ability to manage a high volume of work. Ability to manage multiple priorities, set goals, meet deadlines and work under pressure. Ability to use work time productively; structure tasks, plan objectives to get work done in a timely and efficient manner;
7	Ability to be a strong team player that works well with management and peers. Ability to effectively interface with all in-house departments. Ability to delegate work and to give and receive constructive feedback. Is sensitive to the needs and feelings of others and develops rapport and trust. Accepts interpersonal

	differences and deals effectively with others regardless of level or status. Demonstrates professional conduct at all times.
8	Ability to provide daily reporting to management as requested. Ability to contribute to the overall understanding of the business metrics. Understands the process workflow of his/her department. Aware of budgets and overall organization goals.
9	Possesses excellent communication skills and presents and expresses information effectively and clearly through written and oral communication
10	Is a self starter. Ability to work independently, to take the initiative to introduce new ideas, systems, processes for the betterment of the position, department and overall organization
11	Able to accept new assignments, changing priorities, and adapt to the needs of the organization. Ability to handle day to day stress of the job.
12	Ability to speak multiple languages, particularly Spanish, a plus (not required)

<u>EDUCATION:</u> Indicate the level of education TYPICALLY required for the position and area of concentration				
	High School or GED			Masters
	Associate or Technical			Doctorate
X	Bachelor Degree	_____ Business _____ Marketing <u> X </u> JD	X	Other Degree

<u>PRIOR WORK EXPERIENCE:</u> indicate the amount of prior RELATED work experience TYPICALLY required to fulfill the responsibilities of the position					
	None		1 to 3 years	X	8 to 10 years
	Less than 6 months		3 to 5 years		10 to 15 years
	6 months to 1 year		5 to 8 years		15 years or more

POSTION TITLE: **SUN Senior Negotiator**

REPORTS TO: **SUN General Manager**

BASIC PURPOSE/FUNCTION: In one or two paragraphs, briefly but specifically describe the primary functions of the position.

A SUN Senior Negotiator's primary role in the SUN process is to negotiate and purchase properties from the mortgage holders, typically a bank, at a price that is affordable to the applicant/occupant of the property. This entails preparing an offer, submitting it to the bank or investor, negotiating an acceptable offer, and closing on the purchase of the property. The Sr. Negotiator determines the offer and counter offer prices and builds relationships with various banks to facilitate the negotiation process.

A Sr. Negotiator also negotiates the Purchase and Sale Agreement with the owner/bank and coordinates the closing. Senior negotiators may also serve as the closing attorney in this transaction as well as perform the title work. A Negotiator stays in contact with the client throughout the negotiation process. Negotiators routinely interface with underwriters and other SUN staff to close the transaction.

PRIMARY DUTIES AND RESPONSIBILITIES: List the Primary responsibilities of the position. Indicate the most important functions first, and the approximate percentage of time spent on each

		% Time
1	Negotiates with the bank/investor to purchase property at a price acceptable to both applicant and seller. Meets production goals required to achieve budget. <ul style="list-style-type: none">• Includes determining the offer and counter offer prices based on appraisal information and market data. The Negotiator also considers both the maximum loan for which the applicant is approved, any second liens, needed property repairs, as well as the comfort of the owners with the new mortgage amount.• Prepares the offer package for both REO and Short sales• Negotiator builds relationships with various banks to facilitate the negotiation process.• Collects EMD and obtains signed P&S from applicant to repurchase the property• Negotiates second liens if necessary• Follows-up on offers; prepares and provides counter offers as necessary	50%
2	Negotiates the Purchase and Sale Agreement with the Bank to acceptable terms. Coordinates the closing for purchasing the property.	20%
3	Attorney's in this role may also perform <ul style="list-style-type: none">• Title work• Attorney closing duties	12%
4	Regulatory Compliance:	5%

	<ul style="list-style-type: none"> • Stays current on mortgage banking regulations • Follows regulations in performing daily tasks • Assists other staff in maintaining compliance to regulations 	
5	<p>Actively Supports existing processes and process improvement activities.</p> <ul style="list-style-type: none"> • Uses Encompass and other automated tools to track work and to provide timely reporting information • Uses Encompass pipeline view to manage work • Completes checklist for each file • Leads process improvement activities when requested • Offers suggestions on ways to improve processes 	5%
6	Supports Aura Closings and other tasks as required to meet organizational goals.	5%
7	Supports SUN marketing activities and public relations. Provides information as requested and attend meetings as required.	1%
8	Actively participate in BCC staff, and SUN staff meetings; Comes to meetings prepared and on time.	2%

REQUIRED SKILLS: In order of importance, list specific skills or talents that a qualified incumbent should possess (e.g. computer literacy, subject knowledge, etc.)

1	<p>Thorough knowledge of the offer and negotiation process.</p> <ul style="list-style-type: none"> • Possesses real estate valuation analysis skill. • Excellent understanding of the SUN program, including all terms and conditions • General understanding of Underwriting process • Adept at negotiations • Detail oriented with good decision-making ability • Work is thorough, accurate, and complete – gives attention to detail, follows up on items as necessary
2	Exhibits strong current knowledge of regulations regarding mortgage lending and familiarity with both conventional and government mortgage policies.
3	Strong knowledge of the real estate closing process. Excellent knowledge of real estate terms. Knowledge of title issues and how to resolve.
4	Possesses excellent customer service skills and demonstrates a strong ability to work with a diverse customer base. Ability to work with clients and applicants that possess varied levels of sophistication to move feasible deals forward.
5	Possesses excellent computer skills and a strong working knowledge of Encompass. Uses these skills and tools to improve efficiency, to set and follow processes and to understand workflow.
6	Ability to manage a high volume of work. Ability to manage multiple priorities, set goals, meet deadlines and work under pressure. Ability to use work time productively; structure tasks, plan objectives to get work done in a timely and efficient manner;
7	Ability to be a strong team player that works well with management and peers.

	Ability to effectively interface with all in-house departments. Ability to delegate work and to give and receive constructive feedback. Is sensitive to the needs and feelings of others and develops rapport and trust. Accepts interpersonal differences and deals effectively with others regardless of level or status. Demonstrates professional conduct at all times.
8	Ability to provide daily reporting to management as requested. Ability to contribute to the overall understanding of the business metrics. Understands the process workflow of his/her department. Aware of budgets and overall organization goals.
9	Possesses excellent communication skills and presents and expresses information effectively and clearly through written and oral communication
10	Is a self starter. Ability to work independently, to take the initiative to introduce new ideas, systems, processes for the betterment of the position, department and overall organization
11	Able to accept new assignments, changing priorities, and adapt to the needs of the organization. Ability to handle day to day stress of the job.
12	Ability to speak multiple languages, particularly Spanish, a plus (not required)

EDUCATION: Indicate the level of education **TYPICALLY** required for the position and area of concentration

	High School or GED			Masters
	Associate or Technical			Doctorate
X	Bachelor Degree	_____ Business _____ Marketing _X_ JD	X	Other Degree

PRIOR WORK EXPERIENCE: indicate the amount of prior **RELATED** work experience **TYPICALLY** required to fulfill the responsibilities of the position

	None		1 to 3 years	X	8 to 10 years
	Less than 6 months		3 to 5 years		10 to 15 years
	6 months to 1 year		5 to 8 years		15 years or more

POSTION TITLE: **SUN Closer**

REPORTS TO: **SUN General Manager**

<u>BASIC PURPOSE/FUNCTION:</u> In one or two paragraphs, briefly but <u>specifically</u> describe the primary functions of the position.		
<p>A SUN Closer leads the resale of the property back to the client and closing of the Aura mortgage. Closer tasks include providing the closing attorney with a request to close and the necessary documents and information. In addition to the standard closing documents, the SUN closer also prepares any holdback agreement. Closers may also serve as the closing attorney in the sales transaction if the Closer is also a MA licensed attorney.</p> <p>Closers have post closing responsibilities including preparing the closed file for handing off the loan to the servicing organization, completing the HMDA form, managing the capital reserve and holdback agreements, and other post closing tasks.</p> <p>Closers may also manage the <i>Use and Occupancy</i> clients who are occupying the property until such time as SUN can sell the property back. Closers routinely interface with the clients as well as underwriters, negotiators and other SUN staff to close the loan and sell the property back to the client.</p>		
<u>PRIMARY DUTIES AND RESPONSIBILITIES:</u> List the Primary responsibilities of the position. Indicate the <u>most important</u> functions first, and the approximate percentage of time spent on each		
		% Time
1	Leads the resale of the property back to the client and the closing of the Aura mortgage. Responsibilities include: <ul style="list-style-type: none">• Preparing the closing package for the closing attorney (HUD, Aura Note, Shared Appreciation Agreement, Holdback agreement, W-9, ACH form, final TIL,)• Obtain Hazard, Smoke, Water, etc.• Sending request to close and scheduling closing• Attends closing	25%
2	Performs post closing tasks including <ul style="list-style-type: none">• Preparation of closed loan file• Follow-up on recordings/title policy• Completion of Encompass forms (e.g. HMDA)• Hand-off to Servicing Organization• Management of Use and Occupancy until closed	25%
3	Management of Holdback Agreements and Capital Reserve Accounts <ul style="list-style-type: none">• Preparing package for inspectors and interfacing with inspectors• Ensuring all forms completed as per process and sent to management for approval• Interfacing with the client	20%

4	Management of Collections and Late payments <ul style="list-style-type: none"> • Interfacing with BCC finance department • Interfacing with Clients • Uses good judgment in getting clients back on payment schedule 	10%
5	Attorney's in this role may also perform <ul style="list-style-type: none"> • Attorney closing duties such as preparing the final HUD, obtaining Title Commitment and Title Policy, and securing MLC. 	10%
4	Regulatory Compliance: <ul style="list-style-type: none"> • Stays current on mortgage banking regulations • Participates in SUN sponsored compliance training • Follows regulations in performing daily tasks • Assists other staff in maintaining compliance to regulations 	2%
5	Actively Supports existing processes and process improvement activities. <ul style="list-style-type: none"> • Uses Encompass and other automated tools to track work and to provide timely reporting information • Uses Encompass pipeline view to manage work • Completes checklist for each file • Leads process improvement activities when requested • Offers suggestions on ways to improve processes 	5%
5	Supports SUN marketing activities and public relations. Provides information as requested and attend meetings as required.	1%
6	Actively participate in BCC staff, and SUN staff meetings; Comes to meetings prepared and on time.	2%

REQUIRED SKILLS: In order of importance, list specific skills or talents that a qualified incumbent should possess (e.g. computer literacy, subject knowledge, etc.)

1	Detailed knowledge of the Mortgage Closing process. <ul style="list-style-type: none"> • Understands role of the Closer and Aura Closing attorney in the transaction. • Possesses excellent understanding of the SUN program, including all terms and conditions • Detail oriented; work is thorough, accurate, and complete – gives attention to detail, follows up on items as necessary • Excellent knowledge of real estate terms.
2	Detailed knowledge of the post closing processes including <ul style="list-style-type: none"> • Preparation of closed loan file • Hand-off to Servicing Organization • Holdback agreements
3	Exhibits strong current knowledge of regulations regarding mortgage lending and familiarity with both conventional and government mortgage policies.
4	Possesses excellent customer service skills and demonstrates a strong ability to

	work with a diverse customer base. Ability to work with clients and applicants that possess varied levels of sophistication.
5	Possesses excellent computer skills and a strong working knowledge of Encompass. Uses these skills and tools to improve efficiency, to set and follow processes and to understand workflow.
6	Ability to manage a high volume of work. Ability to manage multiple priorities, set goals, meet deadlines and work under pressure. Ability to use work time productively; structure tasks, plan objectives to get work done in a timely and efficient manner;
7	Ability to be a strong team player that works well with management and peers. Ability to effectively interface with all in-house departments. Ability to delegate work and to give and receive constructive feedback. Is sensitive to the needs and feelings of others and develops rapport and trust. Accepts interpersonal differences and deals effectively with others regardless of level or status. Demonstrates professional conduct at all times.
8	Ability to provide daily reporting to management as requested. Ability to contribute to the overall understanding of the business metrics. Understands the process workflow of his/her department. Aware of budgets and overall organization goals.
9	Possesses excellent communication skills and presents and expresses information effectively and clearly through written and oral communication
10	Is a self starter. Ability to work independently, to take the initiative to introduce new ideas, systems, processes for the betterment of the position, department and overall organization
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<u>EDUCATION:</u> Indicate the level of education TYPICALLY required for the position and area of concentration				
	High School or GED			Masters
	Associate or Technical			Doctorate
X	Bachelor Degree	_____ Business _____ Marketing <u> X </u> JD <u> X </u> Paralegal	X	Other Degree

<u>PRIOR WORK EXPERIENCE:</u> indicate the amount of prior RELATED work experience TYPICALLY required to fulfill the responsibilities of the position					
	None		1 to 3 years		8 to 10 years
	Less than 6 months		3 to 5 years		10 to 15 years
	6 months to 1 year	X	5 to 8 years		15 years or more