



Loan Guaranty (LGY) Loan Technician (Production) Technical Competencies

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Extracted from the Loan Guaranty (LGY) Competency Model Report, Dated March 2011



**U.S. Department of
Veterans Affairs**



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Overview

The information in this document, including table numbers, is derived from the Loan Guaranty (LGY) Competency Model Report, dated March 2011.

This document contains the technical competencies for the specified position and provides the following detailed information:

- A list of all technical competencies for the position.
- For each technical competency, a profile is provided that includes the Competency:
 - Description/Definition
 - Proficiency Ratings
 - Proficiency Levels
 - Behavioral Indicators



Loan Technician (Production) Technical Competencies

The table below identifies the technical competencies for the Loan Guaranty Loan Technician (Production) position.

Table 1: Loan Technician (Production) Technical Competencies

| Loan Technician (Production) Technical Competencies | |
|--|---|
| 1. | Financial Management (Production) |
| 2. | Laws, Policies, and Regulations |
| 3. | Loan Production |
| 4. | VA Applications (Loan Technician) |
| 5. | VBA Institutional Knowledge (Loan Technician) |



Loan Technician (Production) Technical Competency Profiles

The tables below identify the competency profiles for the Loan Guaranty Loan Technician (Production) position.

Table 2: Loan Technician (Production) – Financial Management

| Financial Management | | | | |
|---|---|-------------------------------|---|---|
| Description/Definition: Setting up, maintaining, and auditing financial records; compiling financial reports. Determining funds required payment amounts, and calculating funding fees. | | | | |
| Competency Proficiency Ratings | Behavioral Indicators | Competency Proficiency Levels | | |
| | | E | A | J |
| 1 – Basic | Operate computers programmed with accounting software to record, store, and analyze information. | ✓ | | |
| | Check figures, postings, and documents for correct entry, mathematical accuracy, and proper codes. | ✓ | | |
| | Comply with federal, state, and VA policies, procedures, and regulations. | ✓ | | |
| | Compile statistical, financial, accounting or auditing reports and tables pertaining to such matters as cash receipts, expenditures, accounts payable and receivable, and profits and losses. | ✓ | | |
| | Operate calculators and copy machines to perform calculations and produce documents. | ✓ | | |
| 2 – Foundational | Conduct and analyze post audits. Reviews cases that are systematically identified as exceptions or inconsistencies. | | ✓ | |
| | Classify, record, and summarize numerical and financial data to compile and keep financial records, using journals and ledgers or computers. | | ✓ | |
| | Debit, credit, and total accounts on computer spreadsheets and databases, using specialized accounting software. | | ✓ | |
| | Code documents according to company procedures. | | ✓ | |
| | Conduct post audits of loan servicers' adherence to VA regulations and guidelines as they relate to the following work processes. | | ✓ | |
| | Complete post guaranty reviews (ten percent, special, post audit, and RPO 23 post audit) of a required percentage of loans or, for lenders designated as problematic, all of that lender's submissions. | | ✓ | |
| 3 – Intermediate | Reconcile or note and report discrepancies found in records. | | | ✓ |
| | Evaluate and audit the servicer's actions and assistance provided to veteran-borrowers. | | | ✓ |
| | Audit decisions made by lenders/holders. | | | ✓ |
| | Submit post audit cases resulting in a negative finding to a higher authority for review and concurrence. | | | ✓ |

Key: Competency Proficiency Levels: (E) Entry; (A) Apprentice; (J) Journey

Key: Competency Proficiency Ratings: (1) Basic; (2) Foundational; (3) Intermediate; (4) Advanced; (5) Expert; (--) NA



Table 3: Loan Technician (Production) – Laws, Policies, and Regulations

| Laws, Policies, and Regulations | | | | |
|---|--|-------------------------------|---|---|
| Description/Definition: The collection of laws, guidelines, regulations, and precedents that determine the governance, policy, and procedure of VA Loan Guarantee programs. | | | | |
| Competency Proficiency Ratings | Behavioral Indicators | Competency Proficiency Levels | | |
| | | E | A | J |
| 1 – Basic | Articulates general concepts and processes of the U.S lawmaking system. | ✓ | | |
| 3 – Intermediate | Communicate with stakeholders VA regulations and procedures, and their effects under 38 CFR 36.4318 (e.g., home retention options, purchase agreements, compromise "short" sales, voluntary deeds, mortgages, loan modifications, mortgage foreclosures, property values, bankruptcy, loan assumptions, releases of security and liability, entitlement, and refunding). | | ✓ | |
| | Enforce regulations and protective procedures to diminish the liability to the government. | | ✓ | |
| | Examine documents for proper format, conformity to regulations, and provisions of the loan as originally reported for guaranty or insurance. | | ✓ | |
| | Examine documents to ensure compliance with local and customary real estate and construction practices. | | ✓ | |
| | Make servicer/lender visits (with higher authority), as needed in conjunction with Loan Guaranty Activities to ensure compliance with the laws, regulations and any program revisions. | | ✓ | |
| 4 – Advanced | Monitor and review changes in local law and/or legal procedures. | | | ✓ |
| | Research and evaluate real estate trends and real estate law related to titles, mortgages, and liens. | | | ✓ |
| | Review legal documentation to ensure they are in accordance with federal laws, policies, and practices. | | | ✓ |
| | Make servicer/lender visits, as needed in conjunction with Loan Guaranty Activities to ensure compliance with the laws, regulations and any program revisions. | | | ✓ |

Key: Competency Proficiency Levels: (E) Entry; (A) Apprentice; (J) Journey

Key: Competency Proficiency Ratings: (1) Basic; (2) Foundational; (3) Intermediate; (4) Advanced; (5) Expert; (--) NA



Table 4: Loan Technician (Production) – Loan Production

| Loan Production | | | | |
|---|--|--------------------------------------|----------|----------|
| Description/Definition: Lender oversight and training, audit of VA guaranteed loans and administration of the Native American Direct Loan Program. | | | | |
| Competency Proficiency Ratings | Behavioral Indicators | Competency Proficiency Levels | | |
| | | E | A | J |
| 2 – Foundational | Process requests for Funding Fee refunds. | ✓ | | |
| | Determine if the loan was processed and closed in accordance with VA guidelines. | ✓ | | |
| | Determine eligibility and remaining entitlement of Veterans, service personnel, reservists, and surviving spouses for VA home loan benefits. | ✓ | | |
| | Prepare original correspondence to explain complex real estate and program matters to Veterans and mortgage lenders. | ✓ | | |
| | Answers routine inquiries from Veterans and program participants. | ✓ | | |
| 3 – Intermediate | Make underwriting decisions on Prior Approval applications, Release of Liability, and Substitution of Entitlement requests. | | ✓ | |
| | Process eligibility requests. | | ✓ | |
| | Participate on various committees and panels as appointed by division and station management. | | ✓ | |
| | Review submitted documentation and issues Loan Guaranty Certificates on loans eligible for guaranty. | | ✓ | |
| | Review Prior Approval loan applications and determines if the loan meets statutory credit and income requirements. | | ✓ | |
| | Provide counseling to Veterans by advising them of the reasons for loan denial in order to successfully submit a loan application at a later date. | | ✓ | |
| | Counsel Veterans and program participants on policy, programs, procedures, and requirements related to VA Loan Production activity. | | ✓ | |
| | Determine if applicants meet occupancy and entitlement requirements for Substitution of Entitlement. | | ✓ | |
| | Research and evaluate factors related to titles, mortgages, and liens (e.g., income, reliability of income, current and estimated expenses, credit rating, self-employment earnings, property values, condition of property, real estate trends, and real estate law). | | ✓ | |



| Loan Production (Continued) | | | | |
|--|--|-------------------------------|---|---|
| Description/Definition: Lender oversight and training, audit of VA guaranteed loans and administration of the Native American Direct Loan Program. | | | | |
| Competency Proficiency Ratings | Behavioral Indicators | Competency Proficiency Levels | | |
| | | E | A | J |
| 4 – Advanced | Conduct training and educational programs for other operating elements of VA Regional Office, as needed | | | ✓ |
| | Participate in ongoing training programs for stakeholders interested in VA Home Loan Program (e.g., mortgage lenders, realtors, and homebuilders). | | | ✓ |

Key: Competency Proficiency Levels: (E) Entry; (A) Apprentice; (J) Journey

Key: Competency Proficiency Ratings: (1) Basic; (2) Foundational; (3) Intermediate; (4) Advanced; (5) Expert; (--) NA

Table 5: Loan Technician (Production) – VA Applications

| VA Applications | | | | |
|---|--|-------------------------------|---|---|
| Description/Definition: The use of LGY computer systems to carry out Loan processing tasks. | | | | |
| Competency Proficiency Ratings | Behavioral Indicators | Competency Proficiency Levels | | |
| | | E | A | J |
| 2 – Foundational | Access SHARE/BDN to assist in the resolution of problems involving Loan Guaranty activities. | ✓ | | |
| 3 – Intermediate | Review data in applications (e.g., VALERI, WebELI, FFPS, and WebLGY). | | ✓ | ✓ |
| | Review appropriate workload management system to monitor status of pending workload. | | ✓ | ✓ |

Key: Competency Proficiency Levels: (E) Entry; (A) Apprentice; (J) Journey

Key: Competency Proficiency Ratings: (1) Basic; (2) Foundational; (3) Intermediate; (4) Advanced; (5) Expert; (--) NA



Table 6: Loan Technician (Production) – VBA Institutional Knowledge

| VBA Institutional Knowledge | | | | |
|--|---|-------------------------------|---|---|
| Description/Definition: A collective set of facts, concepts, and experiences held by the VBA. Involves understanding the VBA organizational structure and functions. | | | | |
| Competency Proficiency Ratings | Behavioral Indicators | Competency Proficiency Levels | | |
| | | E | A | J |
| 2 – Foundational | Monitor and review local economic situations, changes in local law and/or legal procedures, industry trends and other developments that affect the loan guaranty functions. | ✓ | | |
| | Ensure actions are in conformance with agency policy and requirements. | ✓ | | |
| | Follow VBA security procedures regarding PII. | ✓ | | |
| | Communicate VA regulations and procedures clearly to stakeholders (e.g., Veterans, real estate attorneys, mortgage banking industry professionals, and servicers/holders). | ✓ | | |
| 3 – Intermediate | Represent the VBA, LGY, or RO to internal or external entities. | | ✓ | ✓ |

Key: Competency Proficiency Levels: (E) Entry; (A) Apprentice; (J) Journey

Key: Competency Proficiency Ratings: (1) Basic; (2) Foundational; (3) Intermediate; (4) Advanced; (5) Expert; (--) NA

