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Edmund G. Brown Jr.

Governor

State of California

Governor’s Office of Business and Economic Development (GO-Biz)

California Infrastructure and Economic Development Bank (IBank)

# POSITION DUTY STATEMENT

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| Classification Title: Staff Services Manager II (Supervisory) | **Unit:**  Servicing | | **Name:** | |
| **Working Title:**  Loan Servicing Operations Manager | | **Position Number:**  373-105-4801-001 | | **Effective Date:** |

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| **GENERAL STATEMENT:** |
| Under the general direction of the Chief Deputy Executive Director for the California Infrastructure and Economic Development Bank (IBank) within the Governor’s Office of Business and Economic Development (GO-Biz). The incumbent performs loan servicing operations activities of the Infrastructure State Revolving Fund (ISRF) at IBank. The Loan Servicing Unit performs complex analytical and technical duties related to municipal loan documentation, disbursements, servicing and annual surveillance for loans made to State and local governmental entities, and certain non-profit organizations. The Staff Services Manager (SSM) II (Supervisory) duties include, but are not limited to: |

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| **ESSENTIAL FUNCTIONS:** | |
| **30%** | Manage and direct all elements of the loan-servicing unit, which includes planning, organizing, directing, performing annual reviews and audits of the more complex loan files for all outstanding Infrastructure State Revolving Fund (ISRF) and California Lending for Energy and Environmental Needs (CLEEN) Loan Programs. Provide direction on quality control reviews, analyze amortization schedules, analyze and compare current financial information with historical information to detect adverse fiscal trends including compliance with loan terms, conditions, and covenants. Provide strategic direction, leadership, training, and coaching to professional staff in the areas of loan servicing, financial trend analysis, commercial contracts, legal agreements and covenants. . Responsible for the management of the finished financing lease agreement processes to ensure that documents are properly recorded and appropriate insurance is obtained. Coordinate, direct and manage the establishment of loan surveillance and legal files and records for new and existing loan transactions to ensure compliance with applicable covenants. Independently, review, analyze, process, and respond to sensitive and difficult borrower inquiries regarding loan servicing policy and procedures, including loan pay-off requests. |
| **30%** | Direct and lead the reconciliation of the direct loan portfolio, issuer certificates and debt service coverage tests for dissemination to the Trustee and Rating Agencies, including the establishment of borrower subaccounts and pledging new loan agreements to the outstanding ISRF Revenue Bonds. Responsible for the preparation of the loan servicing desk reference manuals and related policy and procedures. Provide direction to staff in the creation of loan disbursement files, review disbursement requests for accuracy, program eligibility, including the review and analysis of subsidiary information such as construction contracts, general contractor progress payment requests, receipts, purchase orders and invoices, and other supporting documentation. Lead and provide direction to staff regarding auditing invoices for allowable costs, consultation with borrowers for additional information, and coordination of disbursements with other project funding sources. Coordinate and manage staff in adherence to loan conditions prior to disbursement, prepare construction and disbursement checklists, and issuer certificates for the Executive Director or the Chief Deputy Executive Director review and approval. |
| **25%** | Manage, direct, monitor, and evaluate all elements of the Loan Servicing staff to ensure all processes, work products and performance objectives are conducted within applicable laws, policies, and procedures. Manage the Loan Servicing staff. Coordinate and manage workflow, develop duty statements, conduct hiring interviews, prepare probation reports, annual performance reports and other personnel performance documents as required. Conduct regularly scheduled staff meetings to share information, meet regularly with staff to discuss assignments, completion deadlines, and performance objectives. Review and approve staff travel plans and expense reports. Review and approve/deny time off requests. Participate on interview and examination panels and provide recommendations to management on changes with personnel/unit objectives, succession planning, positon allocation and assignment of duties/responsibilities. Implement training plans to increase staff knowledge, improve performance, upward mobility, and succession planning including the preparation of individual development plans, training plans and objectives for staff and the unit. |
| **10%** | Attend, serve, and participate on the IBank’s internal executive committee meetings and other internal and external work groups, including trade shows, conferences and public events. Prepare and present various loan servicing related items for the Executive Director, Chief Deputy Executive Director, and the Board, which may include reports, resolutions, policies, presentations. Manage and address action items that arise from Board meetings. Ensure accuracy of data for annual, recurring reports to Management, the Board, the rating agencies, and the Legislature to support IBank goals, objectives, and strategic objectives. |
| **5%** | Assist in the issuance of the Bonds, which fund IBank Loan Programs, including the collection and presentation of data to the Executive Director and Chief Deputy Executive Director. Identify, recommend, and implement procedural changes, as required by policy and/or legislative changes. Lead other loan servicing related and management activities, special projects. Prepare ad-hoc reports as assigned by the Executive Director or Chief Deputy Executive Director. Other duties as assigned. |

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| **SUPERVISION EXCERCISED** |
| The SSM II supervises professional staff that performs highly complex and technical financial trend analysis and loan serving duties in a highly visible and political environment. |

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| **SUPERVISION RECEIVED** |
| This position receives general direction and supervision from the Chief Deputy Executive Director of IBank. This position has broad latitude in planning, organizing, and accomplishing work independently. |

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| **PUBLIC AND INTERNAL CONTACTS** |
| The SSM II has frequent contact with executives in the Units of administration, loan origination, compliance, fiscal, and legal. Communicates with staff at IBank, GO-Biz, the Administration, the Department of General Services, State Treasurer’s Office, the Department of Finance, and other state government staff, applicants, borrowers, local and federal government staff and elected officials, public finance professionals, external auditors, and others. |

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| **INITIATIVE AND INDEPENDENCE OF ACTION** |
| This position requires a high degree of administrative, technical and operational management capability over extremely sensitive financial assistance transactions and matters. The incumbent is relied upon to develop and ensure the completion of assignments, and delegate work in complex situations without direct supervision. The ability to set and manage priorities, develop policy for all programs and ensure completion of work is required. This position also requires a high level of problem-solving, technical skills, perceptive judgment, independence of action, and accurate assessment of intricate situations. |

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| **CONSEQUENCE OF ERROR** |
| This is a high profile position within IBank. The effective administration and oversight of IBank’s Loan Servicing is critical to the credit rating for Loan Program Revenue Bonds and IBank’s mission in general. The SSM II must identify and resolve problems and issues that adversely affect the efficiency, effectiveness, and fiscal integrity of IBank’s Loan Programs and IBank generally. Any errors or delays in actions may reflect badly and cause embarrassment to the State of California, GO-Biz, IBank, and the Administration, and may also lead to potential lawsuits or regulatory action by agencies that oversee municipal finance transactions. The position has a high level of fiduciary responsibility for a high profile financing program that has issued bonds in the public capital markets. |

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| **CERTIFICATION** |
| This duty statement fairly represents actual responsibilities, duties performed and reporting relationship of the position. If any aspect of this statement is substantially changed, a new statement will be prepared and submitted to the Personnel Office.  I have read and understand the duties listed above and can perform them either with or without reasonable accommodation. Reasonable accommodation needs should be discussed with your hiring supervisor. If you are unsure whether you require reasonable accommodation, please inform your supervisor who will discuss your concerns with the Reasonable Accommodation Coordinator. |

**Employee Signature:**

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| **Staff Services Manager II (Supervisory)**  **California Infrastructure and Economic Development Bank** | **Date** |

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| **Employee’s Printed Name:** |

**Supervisor’s Signature:**

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| **Chief Deputy Executive Director**  **California Infrastructure and Economic Development Bank** | **Date** |

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| **Supervisor’s Printed Name:** |