



GAVIN NEWSOM
GOVERNOR

STATE OF CALIFORNIA
GOVERNOR'S OFFICE OF BUSINESS AND ECONOMIC DEVELOPMENT (GO-Biz)

POSITION DUTY STATEMENT

Classification Title Staff Services Analyst	Unit Loan Servicing	Name
Working Title Staff Services Analyst	Position Number 373-105-5157-001	Effective Date

GENERAL STATEMENT

As a valued member of the California Infrastructure and Economic Development Bank (IBank) team, within the Governor's Office of Business and Economic Development (GO-Biz), the Staff Services Analyst makes it possible for IBank to contribute to the State's economic development and job creation efforts by being innovative and flexible, reporting to work as scheduled, working cooperatively and professionally with team members and others, treating others fairly, honestly, and with respect. The Staff Services Analyst's efforts are important to each member of the team, as well as those we serve.

Under the supervision of the Loan Servicing Unit Manager/Loan Officer Supervisor II, and/or periodic guidance from other senior Loan Servicing Unit staff, the Staff Services Analyst will perform a wide variety of less complex analytical duties in the areas of compiling and analyzing data that is critical to administering and maintaining loan servicing duties on behalf of the Infrastructure State Revolving Fund Program (ISRF Program) portfolio, the Climate Catalyst Revolving Loan Fund (Catalyst), and any new IBank loan programs to be developed (together, Loan Programs). IBank's Loan Programs provide loans and other financings to State and local governmental entities, certain non-profit organizations, and other entities. The Staff Services Analyst (SSA) is expected to exercise individual initiative, appropriately set goals, possess a strong work ethic, and meet deadlines.

As workflow and resource needs may require, and after appropriate training, the SSA may assist IBank's Loan Origination Unit and Bond Financing Unit in analyzing, troubleshooting errors and perform less complex analysis of applications and other related duties for the units. Such staff sharing will be coordinated by the Loan Servicing Manager, working with the Loan Origination Manager and Bond Finance Manager as appropriate, with all units working under the general direction of IBank's Executive Management.

The Staff Services Analyst (SSA) is expected to exercise individual initiative, appropriately set goals, possess a strong work ethic, and meet deadlines. The Staff Services Analyst duties include, but are not limited to, the following:

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ESSENTIAL FUNCTIONS	
35%	Provide assistance with loan compliance functions, e.g., by conducting annual surveillance reviews, executing annual budget reviews, processing disbursement requests, reviewing and analyzing borrower annual certificates, budgets, and insurance certificates, reviewing and interpreting the ISRF Program financing agreements, performing income and expense trend analysis based on review of audited financial statements, and performing mathematical computations to determine annual debt service coverage ratios.
25%	Input and provide overall maintenance of borrower records in the Loan Servicing Unit's software database including but not limited to, researching, reviewing and ensuring accuracy of amortization schedules, annual fees, scheduled compliance certificates, funding sources, project details, property addresses, interest types, closing and funding dates, borrower contacts, and loan disbursements. Provide support for developing and maintaining the online Webloans portal for ISRF Program borrowers and ensure the portal contains thorough, accurate, and current information. Assist with the maintenance and editing of Loan Servicing written policies, procedures, forms, and templates.
15%	Provide input on business and/or operational processes and needs to assist software developers with developing customize reports that fall outside existing report tools, as well as revisions to database screens, functions, or calculations as deemed necessary to streamline tasks or improve borrower experience with online functions. Troubleshoot reports or database functions as needed.
10%	Provide customer support and service to ISRF Program borrowers. Research and respond to questions concerning loan terms, due dates, missing invoices, or inquiries into additional financing. Assist the Loan Servicing Unit Manager by generating reports tracking loan data. Participate in events such as conferences, panel discussions and presentations, and assist in preparing presentations.
10%	As workflow may require, assist the Loan Origination Unit and Bond Financing Unit activities, including but not limited to, review of loan inquiries or bond financing application submissions to determine program eligibility; preparation of detailed underwriting reports in MS Excel and MS Word; assisting with the maintenance and editing of written policies, procedures, forms, and templates; file maintenance, correspondence, account balances and other information associated with disclosure requirements; assisting with marketing and outreach strategies; and preparation of annual continuing disclosure reports.
5%	Other duties as assigned (possibly including travel).

SUPERVISION EXERCISED
None

SUPERVISION RECEIVED
This position receives direct supervision from the Loan Servicing Manager, and, when relevant to the assignment, indirect supervision from the Loan Origination Manager or Bond Finance Manager.

PUBLIC AND INTERNAL CONTACTS
During the course of work, the incumbent has regular and frequent contact with governmental agencies, high-level members of business and economic development communities, private citizens

and appointed and elected officials. These contacts command a high degree of sensitivity and awareness of the functions and interrelations of various government and private organizations.

INITIATIVE AND INDEPENDENCE OF ACTION

The incumbent is relied upon to develop and ensure the completion of assignments, and delegate work in complex situations without direct supervision. This position also requires a high level of problem-solving, technical skills, perceptive judgment, independence of action, and accurate assessment of intricate situations.

CONSEQUENCE OF ERROR

High error or poor judgments and lack of professionalism could result in the loss of significant economic development and job creation in California.

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:

Staff Services Analyst	Date

Employee Printed Name:

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Supervisor Signature:

Loan Servicing Manager/Loan Officer Supervisor II	Date

Supervisor Printed Name:

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