

DUTY STATEMENT

HOUSING FINANCE TRAINEE (GENERAL)

OUR VISION

Every Californian can build a thriving life in a stable home.

OUR MISSION

Deliver reliable financing solutions to advance housing opportunities for Californians.

EMPLOYEE INFORMATION

Employee Name			Effective Date	
Classification Housing Finance Trainee (General)			Position Number 693-001-5225-901	
Division/Section/Unit Single Family Division/Loan Administration Section/DPA/Servicing Unit				
CBID R01	Work Week Group 2	Location Sacramento, CA	Tenure Permanent	Time Base Full-Time
Immediate Supervisor			Supervisor Classification Housing Finance Officer (Single Family)	

CONDUCT, ATTENDANCE, AND PERFORMANCE EXPECTATIONS

This position requires the incumbent to maintain acceptable, consistent, and regular attendance; communicate effectively orally and in writing in dealing with the public and/or other employees; develop and maintain knowledge and skills related to the position's specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to the Agency's policies and procedures regarding attendance, leave, and conduct.

2 CCR § 172 – General Qualifications, states in pertinent part:

The incumbent is expected to possess the general qualifications of integrity, honesty, sobriety, dependability, industry, thoroughness, accuracy, good judgment, initiative, resourcefulness, courtesy, ability to work cooperatively with others, willingness and ability to assume responsibilities and to conform to the conditions of work characteristic of the employment, and a state of health, consistent with the ability to perform the assigned duties of the class.

DIVISION DESCRIPTION

The Single Family Division works to help low to moderate-income homebuyers purchase homes in California. The Single-Family Lender Services Division is responsible for three main functions. Lender Administration reviews and approves all new lender applications and the recertification of all existing lenders, Lender Outreach represents CalHFA at all market industry events in a promotional and speaker roll, and Lender Training provides training for all approved lenders, through both in-person and webinar sessions, on the guidelines, requirements, and processes of originating and closing CalHFA loans.

POSITION DESCRIPTION

Under close supervision of the Housing Finance Officer (Single Family), the Housing Finance Trainee (General) performs a variety of duties related to the servicing of CalHFA's subordinate loans and reconveyances to support the operations of the Loan Administration Unit.

The duties contained in this job description reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. The incumbent of this position may perform other duties, commensurate with this classification, as assigned, including work in other functional areas to cover during absences, to equalize peak work periods or to otherwise balance the workload. The duties and responsibilities include, but are not limited to the following:

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PERCENTAGE OF TIME	ESSENTIAL FUNCTIONS
40%	<u>Customer Service</u> Answers, returns, and documents telephone calls requesting information or inquiring about subordinate liens from borrowers, third parties, general public, and escrow/title companies. Documents the Loan Servicing Subordinate (LSS) System by inputting the loan number, borrower name, or address to access the borrower's account, and providing detailed notes of the conversation from the borrower or authorized third party. Processes the payoff requests, assigned from the Subordinate Loans email inbox and the fax queue or requested from borrower/title. Verifies requests for completeness and sends through the LSS system and/or via mail.
30%	<u>Reconveyance, Processing, Tracking, and Mail</u> Prepares reconveyances in-house on all Mortgage Electronic Registration System (MERS) and non-MERS loans using Agency templates. Resolves Lien priority and Locality Control Agreements to ensure the correction of the title, proper lien position, proper fees, and locality requirements. Searches for missing information via First American DataTree and NetR online to ensure the vesting matches the deed of trust. Generates paid-in-full report for tracking purposes and approval of payoff refund checks and prepares and sends paid-in-full letters and payments to the clients. Once the reconveyance file has been generated, retrieves pay-off refund reconveyance checks from Fiscal Services. Prepares and mail recorded reconveyances to borrowers, escrow, and title companies upon request. Handles return mail (county and borrower mail, etc.) for reconveyances by resending to a forwarding address or locating a new address on the skip tracing system Eport. Updates subordinate loan systems with new information and all conversations with borrowers, counties, or third parties etc. Resends or prepares new reconveyances for scanning after documenting. Prepares letters, forms, and other documents in Microsoft Word and Excel, and header sheets in SharePoint and sends them to the mail room for scanning.
20%	<u>Loan Administration Document Review</u> Reviews findings in CHDAP scrub project which entails reviewing reports, searching the internet for recent sale dates, downloading documents from Data Tree, and noting on the Pipeline spreadsheet to perform further research by contacting title companies or website research for complete information, and presenting findings or options to manager or lead of project. Gathers documents required for lenders requesting subordinations, compares them to checklist, and provides them to Associate once analyzed for approval. Use websites like NETR and Pacer or calls Trustees for current information on BK and Foreclosure sale dates to update tracker while reviewing supporting documentation. Monitors, reviews, responds to, or distributes electronic mail from the Subordinate Loans email box. Reviews reports on paid in full first mortgages to determine if the subordinate loans are paid. If not paid, makes collection calls to borrowers and issues demand letters to borrower or pursue collection activity to avoid foreclosure. Sends proper notification to the borrower that CalHFA has demanded a payoff of a subordinate lien, and if the borrower does not respond as required, refers the file to the manager with supporting documentation to initiate foreclosure.
5%	<u>Single Family Production Support</u> Acts as backup for sending promissory notes to the accounting department, opening department mail through FedEx/UPS mail, inputting promissory note and Deed information into the Mortgage Access System (MAS), and filing the records in the

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	appropriate file cabinets. Handles mail distribution and return mail as needed. Acts as the second person to review and confirm cash deposits at the cash desk when needed. Performs date stamping, tallying, and depositing borrower payments with the cash desk associate.	
PERCENTAGE OF TIME	MARGINAL FUNCTIONS	
5%	Prepares letters, forms, and other documents in Microsoft Word and Excel. Participates in training, attends staff meetings, handles special projects, prepares monthly reports, and performs other duties as required within the scope of the assigned classification.	
PERSONAL CONTACTS		
Daily contact with all levels of departmental staff, borrowers, third parties, the public, and mortgage and real estate professionals.		
SPECIAL REQUIREMENTS		
N/A		
WORK ENVIRONMENT		
- Prolonged sitting - Works in a high-rise building - Uses a computer keyboard and reads from computer screens several hours a day		
PHYSICAL ABILITIES		
Ability to transport up to 20 lbs.		
TRAVEL		
Occasional travel may be required within and/or outside the state of California via private or public transportation (i.e., automobile, airplane, etc.)		
EMPLOYEE ACKNOWLEDGEMENT		
I have read and understand the duties listed above and I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation. (If a reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with Human Resources.)		
Employee Name	Employee Signature	Date
SUPERVISOR ACKNOWLEDGEMENT		
I certify this duty statement represents a current and accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee with a copy of this duty statement.		
Supervisor Name	Supervisor Signature	Date