



JOB DESCRIPTION

POSITION: Asst. Deputy Dir. for Mortgage Business Development **FLSA:** Exempt **DATE:** 11/17

REPORTS TO: Deputy Director

DEPT/DIV: Executive

GRADE: D7-2

RIHousing is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.

RIHousing strives to ensure that all people who live or work in Rhode Island can afford a healthy, attractive home that meets their needs. A good home provides the foundation upon which individuals and families thrive, children learn and grow, and communities prosper.

To achieve our mission we:

- Offer competitive and innovative single family and multi family lending programs.
- Provide housing related education to consumers and others.
- Finance development that builds healthy, vibrant communities.
- Invest housing grants and subsidies to Rhode Islanders with the greatest need.

RIHousing uses its resources to provide low-interest loans and grants to help Rhode Islanders find, rent, buy, build and keep a good home. Created by the General Assembly in 1973, RIHousing is a privately funded public purpose corporation.

RIHousing requires its employees to be highly motivated and knowledgeable, have a sound understanding of the changing needs of Rhode Island's housing market, be willing to work within and toward a smoothly integrated operation, demonstrate a commitment to serve the people of Rhode Island, especially those with low and moderate incomes in need of safe and affordable homes, and possess a high level of integrity and a deep respect for all Rhode Islanders, including customers, partners and fellow employees.

JOB SUMMARY

The Assistant Deputy Director for Mortgage Business Development will provide leadership and guidance to the Assistant Deputy Director of Loan Servicing and Director of Homeownership while collaborating with other divisions (Marketing, Capital Markets, Finance) as appropriate, in support of the growth of the mortgage origination and servicing divisions. The incumbent will manage the strategic oversight of the entirety of the Agency's mortgage lending operations (origination, underwriting, processing, closing and servicing) The Assistant Deputy Director, through effective leadership of all business lines within the Homeownership and Loan Servicing divisions, ensures the accuracy, compliance, and efficiency of the processing and servicing of all mortgage loans at all stages, including loans serviced for other agencies. The Assistant Deputy Director determines the direction, goals, and objectives of both the Homeownership and Loan Servicing divisions, in alignment with RIHousing's strategic plan.

JOB FUNCTIONS

The Assistant Deputy Director for Mortgage Business Development is directly responsible for executive leadership of the Homeownership and Loan Servicing Divisions. In the Homeownership Division, the Assistant Deputy Director will be responsible for supervisory oversight of all loan origination, including loans both generated internally and originated by all participating lenders. Following sound management principles, the Assistant Deputy Director will ensure efficient operations across division business lines, including customer support, loan processing/technical review, underwriting, closing, funding and

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post-closing activities including preparation of loans for sale. Regular collaboration with the Finance Division to determine products, pricing, programs and performance metrics is a critical and ongoing function of this position. The incumbent will develop specialized programs to increase market penetration while working with the Communications/Marketing division to develop strategies for best communicating new programs to the public.

In the Loan Servicing division, oversight by the Assistant Deputy Director includes managing all aspects of servicing, from on-boarding new loans through disposition of real estate owned properties. A very compliance-intensive area, Servicing involves complex CFPB rules which affect all business lines within the Division, and this role is expected to maintain a thorough knowledge of these regulations and ensure compliance to them across the division. Additionally, RIHousing currently acts as sub-servicer for other lenders, and it is anticipated that this line of business will grow in the future. Oversight of the sub-service sales process, including marketing of our services, analysis of staffing requirements, pricing, capital resources, and analysis of profit and loss of this line of business is a key function of the Assistant Deputy Director. Given the strategic importance of ensuring that the Loan Servicing division continues to deliver an exceptionally high-quality customer experience to both our own and sub-serviced customers, development of metrics by which to monitor and improve overall customer satisfaction within the Servicing division are also an expectation of this role. ADD will be responsible for identifying portfolio risk, including product and servicing risks, and effectively manage risk through collaboration with other divisions (Capital Markets, Finance, Legal).

Finally, as RIHousing continues to move towards a less paper intensive and more efficient environment, the Assistant Deputy Director will be responsible for making this a priority in both the Loan Servicing and Homeownership divisions. Initiatives that move the agency towards these goals, and best practices from other governmental and non-governmental organizations should be explored and implemented within both divisions, where feasible.

PRINCIPAL ACCOUNTABILITIES

- Advises the Executive Director, and provides leadership and strategic guidance to Assistant Deputy Director of Loan Servicing and Director of Homeownership
- Provides strategic leadership for the full mortgage lending lifecycle (origination, underwriting, processing, closing and servicing)
- Oversight of profitability of the Homeownership and Loan Servicing Divisions
- Analyzes and reviews departmental operations, constantly seeking to expand and improve processes within both Divisions
- Explores and implements best practices for both loan origination and servicing from other states and agencies, as well as the private sector
- Directs the sub-servicing sales process, including marketing of RIHousing's services, analysis of staff needs, and analyzing and implementing pricing, capital resources, and profit and loss
- Collaborates closely with Finance division to ensure that all services offered remain profitable while meeting the needs of the Rhode Island market

QUALIFICATIONS

- Minimum of (15) years' leadership experience in the mortgage banking industry
- Advanced degree in finance, accounting or business related field highly preferred
- Successful track record of mortgage and/or loan servicing product development
- Ability to build and effectively manage a high level and high performing team
- Excellent analytic and communication skills