

CDA Lending and Risk Analyst II (088990)

Client Services Coordinator

Recruitment # 24-003726-0007

Filing Deadline 05/08/2024

Salary \$60,801.00 – 76,200.00/year (Grade 17/Step 2-11 with promotional growth to \$101,897.00)/year



This is a Skilled Services position with full State of Maryland benefits.

Work that Matters.

The Maryland Department of Housing and Community Development (DHCD) is a national leader in financing affordable housing and revitalizing communities. This is an opportunity to join this nationally recognized, award-winning organization and apply your skills to this highly public-purpose and challenging area. Annually, DHCD finances approximately 2,700 units of multifamily rental housing in 40 properties, amounting to \$350 million in construction and permanent financing. Funding comes from various sources, including state-appropriated funds, taxable and tax-exempt revenue bonds, federal low-income housing tax credits, federal HOME funds, and other federal funds.

Position Duties:

The main purpose of this position is to oversee the success of the application and eligibility process for the weatherization assistance programs that are administered by DHCD's Housing & Building Energy Programs. The Client Services Coordinator is responsible for overseeing and guiding the intake staff with daily monitoring of a robust pipeline of applications and ensuring applications are reviewed and processed within the program guidelines. Responsibilities include logging new applications and assigning to staff, providing day-to-day guidance, monitoring the eligibility and assignment process of applicants to the network partners, troubleshooting applicant concerns and identifying resolutions that are in line with program guidelines.

The Client Services Coordinator is also responsible for analyzing current practices, devising effective strategies and ensuring process improvements align with the department's goals. This position identifies inefficiencies and bottlenecks in processes, develops strategies and plans for process improvements, and implements process changes while ensuring minimal disruption to operations. Tasks include the monitoring and controlling of process performance metrics and ensuring compliance with program regulations and organizational ideas.

Minimum Qualifications:

Experience: Seven years of experience evaluating the risk involved in granting single family, multifamily and commercial loans, government assistance programs, and/or construction management.

Notes:

1. Candidates may substitute the possession of a Bachelor's degree from an accredited college or university in Business Administration, Architecture, Construction Management, Finance, Economics, Real Estate, and Architecture or any other related field and three years of experience evaluating the risk involved in granting single family, multifamily and commercial loans, government assistance programs, and/or construction management for the required experience.
2. Candidates may substitute U.S. Armed Forces military service experience as a commissioned officer in loan specialist classification, loan specialist specialty codes in the loan specialist field of work, or as a commissioned officer in business and industry classification or business and industry specialty codes in the housing management field of work on a year-for-year basis for the required experience

Preferred Qualifications:

- Experience managing a team of customer service representatives
- Experience with project management
- Experience managing pipeline data (to include experience processing and reviewing applications related to government programs and funding)

TTY Users: Call via Maryland Relay

We thank our Veterans for their service to our country, and encourage them to apply.

As an equal opportunity employer, Maryland is committed to recruiting, retaining, and promoting employees who are reflective of the State's diversity.

For more information and to apply:

<https://www.jobapscloud.com/MD/sup/bulpreview.asp?b=&R1=24&R2=003726&R3=0007>