CLASS TITLE: LOAN PROCESSING OFFICER

CHARACTERISTICS OF THE CLASS

Under general supervision, assists residential or commercial property owners in applying for financial assistance to rehabilitate their property, and performs related duties as required.

ESSENTIAL DUTIES

- Provides technical advice and assistance to property owners and developers for rehabilitation, new construction, or home purchase loans through various programs.
- Informs applicants on the availability of federal forgivable loans/grants.
- Provides information on program regulations and eligibility requirements.
- Assists applicants in completing preliminary and final forgivable loan/grant applications.
- Obtains and assesses necessary documentation to verify the financial status and eligibility of applicants.
- Assembles complete loan application packages for final approval.
- Coordinates pertinent functions to finalize application approvals.
- Reviews contract amendments in order to verify fund availability.
- Prepares final disposition of fund statements upon completion of rehabilitation work.
- Maintains records and prepares reports.

NOTE: The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Two years of work experience in residential or commercial loan packaging and processing in a public agency or private lending institution, or an equivalent combination of education, training, and experience.

Licensure, Certification, or Other Qualifications

- None

WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator, adding machine)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer, modems)
PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge
Moderate knowledge of:
- applicable federal, state, and local laws, regulations, and guidelines
- *loan lending, underwriting, and processing principles, methods, practices, and procedures

Some knowledge of:
- *applicable mathematical principles and applications including, statistical analysis
- generally accepted accounting and auditing principles, methods, practices and procedures
- applicable financial analysis and management principles, methods, practices, and procedures
- *customer service techniques

Knowledge of applicable City and department policies, procedures, rules, regulations, and ordinances

Skills

- *ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- *ACTIVE LISTENING - Give full attention to what other people are saying, taking time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- *CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- *MATHEMATICS - Use mathematics to solve problems
- *MONITORING - Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
- *COMPLEX PROBLEM SOLVING - Identify complex problems and review related information to develop and evaluate options and implement solutions
- *SERVICE ORIENTATION - Actively look for ways to help people
- *JUDGMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
• REASON MATHEMATICALLY - Choose the right mathematical methods or formulas to solve a problem
• MAKE SENSE OF INFORMATION - Quickly make sense of, combine, and organize information into meaningful patterns

Other Work Requirements
• INITIATIVE - Demonstrate willingness to take on job challenges
• ADAPTABILITY/FLEXIBILITY - Be open to change (positive or negative) and to considerable variety in the workplace
• DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
• ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City’s Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
(Valtera Corporation)
June, 2010