position

Business Development Specialist

division/department

Home Finance Business Development Department

classification

Exempt

nature of position

Responsible for marketing, training and conducting all business development efforts for Single Family Programs for lenders, builders, developers, brokers, real estate agents, nonprofit groups and consumers within the State of Colorado.

essential functions

# Lender Training and Outreach

* Recruit and train and provide ongoing technical assistance to new and existing lenders for participation in and proper utilization of CHFA programs
* Create and maintain lender accounts in CHFA’s loan acquisition (STARS) system
* Process and evaluate prospective lender applications from application and approval through training
* Provide outreach to specific markets and underserved groups to increase utilization of CHFA programs
* Market existing CHFA programs and pilot programs transitioning into the existing CHFA product lines to lenders, real estate agents, nonprofits, and the general public
* Provide ongoing training and technical assistance on CHFA mortgage loan programs and processes to external clients
* Develop training materials and curriculum for lenders, real estate agents, nonprofits and homebuyer education providers

# Internal/External Communications

* Partner with Marketing Division to develop professional, accurate and comprehensive marketing materials and brochures within budget limitations
* Compose lender communications and policy/procedure documents
* Maintain open communication between Home Finance departments and external clients to resolve problems and issues with a focus on strengthening business relationships
* Professionally represent CHFA at conferences, workshops, boards, and committees and participate as a speaker when available
* Develop and conduct live and recorded webinar trainings; and
* Collaborate with IT to develop and/or refine business intelligence reporting and analysis for CHFA Home Finance programs
* Participate and contribute in all activities and/or projects that directly support CHFA in fulfilling its mission and achieving its vision through dedication to the community in which CHFA serves, operational excellence, and fiscal responsibility
* Solid understanding of laws and regulations to ensure proper compliance and oversight on business processes
* Other duties as assigned

knowledge, skills and ability

Must possess:

* Knowledge of current practices, procedures, agency guidelines and regulations/laws related to the mortgage loan industry
* Knowledge of the loan process cycle (origination through post closing)
* Knowledge of tax exempt financing eligibility and GSE secondary markets, preferred
* Knowledge of social media practices, preferred
* Strong emphasis, focus and skills in customer service
* Must have the ability to make sales calls to promote CHFA programs and build sustainable relationships within the community
* Ability to present effective, formal informational presentations to internal and external customers in both group and one-on-one settings
* Proven ability in instructional design
* Ability to apply a basic understanding of adult learning theories
* Ability to assess efficiencies of internal operations directed at improving customer service and organizational profitability
* Innovative and creative thinking skills to develop customer centric solutions based on internal and external feedback
* Ability to communicate, both orally and in writing, in a positive, diplomatic and friendly manner to all staff
* Good organizational skills and time management skills to ensure the deadlines established for tasks, projects, and schedules are met
* Proficiency in MS Word, Excel, Outlook and PowerPoint
* Abilities that reflect our values:
* Ability to continuously improve and develop knowledge and skills, while adapting quickly to changing circumstances and processes
* Ability to work towards inclusion in all activities, and decisions through the solicitation and appreciation of diverse perspectives
* Ability to exercise personal accountability in all activities and decisions
* Ability to embrace a culture of operational excellence to ensure processes are continually evaluated and improved as necessary
* Ability to operate with a sense of integrity
* Ability to have fun with a demonstrated sense of humor
* Ability to establish rapport with persons of diverse ethnic, racial, and cultural backgrounds

experience/education

* Requires a minimum of five (5) years of work experience in loan underwriting, processing and/or origination with minimum of three (3) years of training or sales experience
* Prefer a Bachelor’s Degree in Business Administration, Management, Marketing, Education or similar, but significant related work and supervisory experience may be substituted for degree requirements
* Bilingual in English and Spanish highly desirable
* Must have or be able to obtain Colorado driver’s license

equipment used

Telephone; personal computer; financial calculator; Smartphone; photocopier; fax machine; audio and visual equipment; access to a personal vehicle.

physical environment

While in a CHFA office, the incumbent in this position will perform the essential functions of the position primarily in an office environment, which requires sitting at a desk for the majority of the day. Statewide travel required with occasional out-of-state travel. Occasional night and weekend work is required.

validation statement

This job description is a general description of essential job functions. It is not intended as an employment contract, nor is it intended to describe all duties someone in this position may perform.

# how to apply

www.chfainfo.com/careers (Job #\_\_\_\_\_\_\_\_\_\_).

*With respect to its programs, services, activities, and employment practices, Colorado housing and finance authority does not discriminate on the basis of race, color, religion, sex, age, national origin, disability, or any other protected classification under federal, state, or local law. Requests for reasonable accommodation, the provision of auxiliary aids, or any complaints alleging violation of this nondiscrimination policy should be directed to the nondiscrimination coordinator, 1.800.877.2432, TDD/TTY 303.297.7305, CHFA 1981 Blake street, Denver co 80202-1272, available weekdays 8:00 a.m. To 5:00 p.m.*