

CURRENT EMPLOYMENT OPPORTUNITIES AT NOVA HOME LOANS

Last Update: April 19th, 2018

Thank you for your interest in NOVA Home Loans as a career choice. NOVA Home Loans is looking for candidates that are able to work well in a fast-paced, team-oriented environment. Strong organizational skills and excellent attention to detail are required for all positions.

Below are our current job openings. Please click on the job title in the matrix below for more information about the position. If you are interested in being considered for a position, submit an application by clicking on the link located within the job description section of this document.

Please Note: Each position you are interested in requires a completed application. A resume may be attached to supplement the application.

IMPORTANT: Please ensure you select the correct “Branch/Location” for the position you are applying.

ARIZONA – Maricopa

<p>Arrowhead 15396 North 83rd Avenue Peoria, AZ 85381</p> <p>Expeditor Processor</p>	<p>Chandler 3075 West Ray Road Chandler, AZ 85018</p> <p><i>No Open Positions At This Time</i></p>	<p>Gilbert Ranch 1528 East Williams Field Road Gilbert, AZ 85295</p> <p>Technical Marketing Coordinator</p>
<p>Maricopa Operations Center 7310 North 16th Street Phoenix, AZ 85020</p> <p><i>No Open Positions At This Time</i></p>	<p>Phoenix 3900 East Camelback Road Phoenix, AZ 85018</p> <p>Processor</p>	<p>Scottsdale 8888 East Raintree Drive Scottsdale, AZ 85260</p> <p><i>No Open Positions At This Time</i></p>
<p>Spectrum 6720 North Scottsdale Road Scottsdale, AZ 85253</p> <p><i>No Open Positions At This Time</i></p>		

ARIZONA – Tucson / Southern Arizona

<p>Corporate 6245 East Broadway Boulevard Tucson, AZ 85711</p> <p>Application Support Specialist Automation Engineer Benefits Manager Content and Media Buying Coordinator Engineering Manager Fulfillment Center Assistant Government Insuring Coordinator HR Assistant HR Generalist Project Coordinator Scanner Software Development Specialist</p>	<p>Green Valley 210 West Continental Road Green Valley, AZ 85622</p> <p><i>No Open Positions At This Time</i></p>	<p>Northwest 6893 North Oracle Road Tucson, AZ 85704</p> <p><i>No Open Positions At This Time</i></p>
<p>River Road 1650 East River Road Tucson, AZ 85718</p> <p><i>No Open Positions At This Time</i></p>	<p>Sierra Vista 77 Calle Portal Sierra Vista, AZ 85622</p> <p><i>No Open Positions At This Time</i></p>	<p>Sunrise 3430 East Sunrise Drive Tucson, AZ 85718</p> <p><i>No Open Positions At This Time</i></p>
<p>Williams Centre 5255 East Williams Circle Tucson, AZ 85711</p> <p>Loan Officer Associate</p>	<p>Yuma 454 West Catalina Drive Yuma, AZ 85364</p> <p>Branch Loan Coordinator</p>	

CALIFORNIA

<p>La Jolla 9255 Towne Centre Drive San Diego, CA 92121</p> <p>Branch Business Development Coordinator</p>

NEVADA

<p>West Las Vegas 8345 West Sunset Road Las Vegas, NV 89113</p> <p><i>No Open Positions At This Time</i></p>



COLORADO

<p><u>Cherry Creek</u> 50 South Steele Street Denver, Colorado 80209 <i>No Open Positions At This Time</i></p>	<p><u>Colorado Springs</u> 1125 Kelly Johnson Boulevard Colorado Springs, CO 80903 <i>No Open Positions At This Time</i></p>	<p><u>Denver Tech Center</u> 8055 East Tufts Avenue Denver, CO 80237 <i>No Open Positions At This Time</i></p>
<p><u>Highlands Ranch</u> 1805 Shea Center Drive Highlands Ranch, CO 80129 <i>No Open Positions At This Time</i></p>	<p><u>Westminster</u> 11080 Circle Point Road Westminster, CO 80020 <i>No Open Positions At This Time</i></p>	

DETAILED POSITION INFORMATION

IMPORTANT: Please ensure you select the correct “Branch/Location” for the position you are applying.

APPLICATION SUPPORT SPECIALIST [\(CLICK HERE TO APPLY\)](#)

The successful candidate will be responsible for providing assistance and support related to NOVA’s loan origination system, production plan and related NOVA processes and procedures. The successful candidate will analyze support issues, leverage Knowledgebase to resolve incidents, and provide exceptional customer service. This role requires a high degree of customer interaction and teamwork.

Minimum Qualifications:

- High School Diploma or GED, and
- Two years’ experience in the mortgage industry required
- Willing to work weekends as assigned

Essential Job Functions:

- Engage end-users in front line support via telephone and e-mail
- Act as main point of contact for employee questions and support pertaining to NOVA’s production plan, use of systems and general procedural guidance
- Maintain familiarity with current and new products, programs, guidelines, and requirements.
- Follow up with users to ensure issues have been resolved
- Research and respond to all internal communications in a timely manner.
- Assist end users testing new products which may be used in production
- Interaction with vendor technical support
- Performs other miscellaneous job-related duties as assigned

Knowledge, Skills, and Abilities:

- Strong understanding of mortgage industry processes and production plan, preferred.
- Basic knowledge of the mortgage industry including laws, rules, and regulations that affects the mortgage industry to ensure compliance.
- Understanding of Loan Origination System (LOS) and related applications and services. (MiQ, Motivity)
- Excellent communication (oral and written), interpersonal and organizational skills.
- Ability to work well with a team in a fast paced, constantly changing environment.
- Ability to manage and prioritize several open tickets at one time.
- Self-starter, motivated and strong team player.
- Outstanding customer service skills and a dedication to the customer service experience.
- Experience with documenting procedures.

AUTOMATION ENGINEER [\(CLICK HERE TO APPLY\)](#)

The Automation Engineer’s role is to design, execute, assess, and troubleshoot software programs and applications involved in typical business workflow tasks. This includes configuring, coding, developing, and documenting software

specifications throughout the project life cycle for such applications. The Automation Engineer will also oversee system startups in a timely and accurate fashion, and provide support to other departments where required.

Minimum Qualifications:

- Two-year college diploma or university degree in software engineering or computer science, and/or 5 years equivalent work experience.
- 3+ years of in-depth experience creating business related applications in Microsoft environment.

Essential Job Functions:

- Determines operational feasibility by evaluating analysis, problem definition, requirements, solution development, and proposed solutions.
- Documents and demonstrates solutions by developing documentation, flowcharts, layouts, diagrams, charts, code comments and clear code.
- Updates job knowledge by studying state-of-the-art development tools, programming techniques, and computing equipment; participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.
- Protects operations by keeping information confidential.
- Provides information by collecting, analyzing, and summarizing development and service issues.
- Accomplishes engineering and organization mission by completing related results as needed.
- Develops software solutions by studying information needs; conferring with users; studying systems flow, data usage, and work processes; investigating problem areas; following the software development lifecycle

Knowledge, Skills, and Abilities:

- Technically fluent in Microsoft programming languages, including ASP.NET, VB.NET, and C#.NET
- Solid working knowledge of current Microsoft technologies, including Team Foundation Server, VS 2017, ASP.NET, .NET Core, .NET MVC, and Web Services
- Knowledge of database scripting with Microsoft SQL Server and T-SQL
- Knowledge of Agile software development principles and practices
- Hands-on software troubleshooting experience
- Experience at working both independently and in a team-oriented, collaborative environment is essential
- Ability to perform requirement gathering, analysis, and design, in addition to development, testing, and deployment of finished products
- Ability to perform as project lead, interact with clients, acquire necessary project resources while being productive and efficient in a complex and dynamic environment
- Design and develop internal applications used to improve efficiency of processes

BENEFITS MANAGER (CLICK HERE TO APPLY)

This position is responsible for oversight and administration of employee benefits in all company operations. Provides guidance and assistance to all locations on various employee benefit plans. Surveys industry and/or community to determine company's competitive position in employee benefits. Develops, recommends, and installs approved, new, or modified plans and employee benefit policies, and supervises administration of existing plans. Develops cost control procedures to assure maximum coverage at the least possible cost to company and employee.

Minimum Qualifications:

- A bachelor's degree and five (5) years' experience in Benefits Administration, OR
- A master's degree in Human Resource Management and four (4) years' experience in Benefits Administration, OR
- A minimum of two (2) years of managing direct reports in the HR and/or Benefits field
- Any equivalent combination of education, experience and/or training.
- Certified Employee Benefit Specialist (CEBS), Professional in Human Resources (PHR), Senior Professional Human Resources (SPHR), SHRM Certified Professional (SHRM-CP), SHRM Senior Certified Professional (SHRM-SCP) certification preferred, not required.
- Some travel may be required based on assigned departments and/or branches.

Essential Job Functions:

- Coordinates and manages all aspects of employee benefits, to include, but not limited to: health insurance, dental, vision, disability, life insurance, worksite benefits, flexible spending account plans, Employee Assistance Program (EAP), Wellness, and accounts reconciliation. Develops communication tools to enhance understanding of the company's benefits package.
- Evaluates and compares existing company benefits with those of other employers by analyzing other plans, surveys, trends, and other sources of information. Plans, develops, and/or participates in area and industry surveys. Analyzes results of surveys, forecast trends and develops specific recommendations for review by management.
- Investigates and develops specifications for new benefit programs, improves or modifies existing plans. Supervises and monitors benefits administration. Provides analytical and technical support in the delivery of the benefits programs. Maintains company competitive position in the labor market.
- Develops census data for insurance companies for quotations. Evaluates quotations and makes recommendations to management. Develops company cost information for new plans and makes recommendations to management concerning sharing of cost between employer and employee. Assists in the benefit plan renewal process.
- Installs or rolls-out approved new plans and changes by preparing announcement material, booklets, and other media for communicating new plans to employees. Conducts employee meetings and arranges for enrollment of employees in optional plans. Conducts employee benefit seminars for personnel. Revises and reissues all communications material on benefits from time to time. Advises and counsels management and employees on existing benefits.
- Ensures company compliance with and reporting requirements as mandated by state and federal laws. Partners with VP/HR & Benefits, Executive VP/Insurance Operations and NOVA's Benefits Broker to prepare and execute benefit documentation such as original and amended plan texts, benefit agreements and insurance policies. Instructs insurance carriers, trustees, and other administrative agencies outside the company to effect changes in benefit programs. Ensures prompt and accurate compliance.
- Maintains positive relationships with all internal and external customers.
- Evaluates and revises internal processes to reduce costs and increase efficiency.
- Knowledge of all pertinent federal and state regulations, filing and compliance. requirements both adopted and pending, affecting employee benefit programs, including ERISA, COBRA, FMLA, ADA, Section 125, Workers Compensation, Medicare, Social Security, HIPAA, DOL and Health Care Reform.
- Supervises preparation of reports and applications required by law to be filed with federal and state agencies, such as Internal Revenue Service, Department of Labor, insurance commissioners, and other regulatory agencies. Reviews and analyzes changes to state and federal laws pertaining to benefits, and reports necessary

or suggested changes to management. Coordinates company benefits, with government sponsored programs. Assures timeliness and accuracy of required filings.

- Assures that existing and new benefit programs are adaptable to standardized computer and reporting systems. Develops benefit information and statistical and census data for actuaries, insurance carriers, and management.
- Oversees the processing of leaves of absences, determines eligibility for various leave programs including Family and Medical Leave (FMLA) and temporary disability leave according to established guidelines and policies, and provide employees with required timely notice.
- Advises employees and managers concerning leave benefits and provide employees with accurate information on deductions from pay relating to absences, medical certification requirements, return-to-work dates, etc.
- Handles benefit inquiries and complaints to ensure quick, equitable, courteous resolution.
- Maintains contact with insurance companies, employees, and beneficiaries to facilitate proper and complete utilization of benefits for all employees.
- Researches and evaluates complex human resource and employee benefit issues; develops effective solutions and options.
- Supervises maintenance of human resources records for all benefit plans.
- Maintains in-depth knowledge and expertise in employee benefits services, makes recommendations on pending legislative actions regarding benefits. Knowledge of benefit contract language.
- Identifies necessary changes in business processes to ensure efficient and accurate workflow and the best utilization of system capabilities in order to fit NOVA business needs. Identify changing system needs due to legal or contractual changes affecting benefits.

Knowledge, Skills, and Abilities:

- Excellent communication and organizational skills are required.
- Project and team management/leadership skills and experience.
- Self-directed, works with minimal supervision.
- Ability to manage several complex projects simultaneously while working under pressure to meet deadlines.
- Strong analytical skills and a thorough knowledge of plan designs. Ability to understand, evaluate and make judgment on proposals (RFP's).
- Computer proficiency and technical aptitude with ability to utilize Work, Excel, PowerPoint, etc.
- Maintain professional and technical knowledge.

BRANCH BUSINESS DEVELOPMENT COORDINATOR [\(CLICK HERE TO APPLY\)](#)

The successful candidate in this position will assesses, evaluates, establishes and develops business growth through referral source relationships, business-to-business relationships, direct consumer contact, referrals, public relations and other effective activities for a specific branch of NOVA. In addition, the incumbent may also assist with Loan Officer recruitment.

Minimum Qualifications:

- Must have two to four (2 to 4) years' experience in Real Estate, Fundraising, Networking and/or Business Development or other outside sales experience where making outbound calls were required.
- Bachelor's degree in sales, business development or related field preferred, not required
- One to three (1 to 3) years related mortgage experience preferred, not required.
- Specific job-related experience, education and demonstrated skills may be substituted for formal degree requirement.

Examples of Duties:

- Develops business through:
 - Direct consumer contact.
 - Builds relationships with realtors, financial planners, and other referral sources and connecting them with NOVA Loan Officers. This includes making outbound calls.
 - Maintains and grows NOVA Business-to-Business (B2B) relationships by meeting with Human Resources Managers, providing marketing materials to business partners, giving presentations to employees, and acting as a project manager over these critical relationships.
 - Facilitates classes, seminars and other presentations to communicate NOVA's messages.
 - Active participation in community events or groups that provide business development opportunities.
- Oversee the production of appropriate marketing collateral, promotional material inventories.
- Recruits qualified Loan Officers to join NOVA Home Loans by identifying candidates, contacting them via phone and email to initiate conversations, interviews, and attending networking events.
- Submit weekly summary of activities.
- Perform other duties as assigned.

Knowledge, Skills, and Abilities:

- Demonstrated interpersonal skills to establish and maintain good working relationships.
- Use of independent judgment, tact, diplomacy, flexibility, professionalism and discretion desirable.
- Basic analytical, numerical, and problem-solving skills.
- Excellent written and communication skills.
- Excellent presentation skills.
- Excellent customer service skills.
- Self-starter and able to work under deadlines with minimal supervision.
- Able to work a flexible schedule.
- Must have public speaking and presentation skills.
- Must be computer-literate and have the ability to use MS Word, MS Excel, and MS Outlook.

BRANCH LOAN COORDINATOR [\(CLICK HERE TO APPLY\)](#)

This position supports the production pipeline of the branch(es) and assists in the management and coordination of loans which have been fully negotiated/originated by the licensed Loan Officer or Loan Officer Associate. This position is responsible for reviewing files for adherence to underwriting standards and to ensure completeness of the file upon submission to underwriting. This position contacts borrowers to collect necessary documentation and acts as a liaison between origination and processing.

Minimum Qualifications:

- Requires a High School Diploma or GED; and
- A minimum of two (2) years of recent work experience as a loan officer, underwriter or processor within the mortgage industry.
- Previous experience in a field requiring customer service preferred, not required.
- Mortgage Loan Origination License is preferred, not required.
- Must be Bi-Lingual, (Spanish)

Examples of Duties:

- Receives application from Loan Officer/Loan Officer Associate and reviews for completeness and accuracy using the DIRFT process, providing feedback to the origination team where appropriate.
- Meets with borrowers to sign disclosures after file has been fully negotiated by the licensed loan originator. Collects documentation, disclosures, conditions and required paperwork; collects appropriate fees.
- Reviews file to ensure all documentation is supplied and correct. Provides borrower with checklist of additional documentation required with a due date on when the documents are to be returned.
- Responsible for calculation and accuracy of income for qualification.
- Meets with origination team to assist with outstanding questions on loan programs, qualification, income calculations, etc.
- Ensures all data entry in LOS is accurate in accordance with rules and regulations.
- Resolves file problems, bottlenecks and qualifying issues throughout production process.
- Answers borrower's inquiries relating to loan application status to ensure quality customer service.
- Other duties as assigned by Vice President of Production Operations and/or Branch Manager.

Knowledge, Skills, and Abilities:

- Knowledge of applicable federal, state and local laws, rules and regulations regarding all types of mortgage loans
- Ability to maintain high level of confidentiality regarding private, trade secret and/or proprietary information.
- Knowledge and understanding of computer software programs such as Microsoft Word, Excel, and Outlook as well as mortgage loan origination software.
- Effective oral and written communication skills
- Excellent follow-up/follow through skills
- Strong attention to detail skills
- Ability to work in a fast paced work environment and maintain quality and composure under pressure
- Ability to work independently and as part of a team

CONTENT AND MEDIA BUYING COORDINATOR [**\(CLICK HERE TO APPLY\)**](#)

This position is responsible for ensuring that advertising, marketing and promotional campaigns are exposed to the right target audience in the most effective place possible, thereby gaining recognition and new customers for the mortgage product or service being marketed. This position is the point of contact for Loan Officers regarding the negotiation and purchasing of audience-targeted time and advertising space. This position will be responsible for writing marketing content and developing new media and marketing campaigns for NOVA and our Loan Officers.

Minimum Qualifications:

- Bachelor's Degree in Marketing or related field;
- Or a minimum of four (4) years of experience in Marketing content creation;
- Or a combination of experience and education.

Essential Job Functions:

- Creates content for the following marketing platforms as determined by the Director of Marketing:
 - Websites
 - Social Media Platforms
 - Blogs

- Flyers
- Email Campaigns
- Newsletters
- Develops PR campaigns and content.
- Coordinating with the graphic designers and Director of Marketing on creative direction.
- Coordinates release dates and ensures disbursement to the appropriate media sites.
- Researches radio, television, print, billboard and other traditional advertising platforms.
- Negotiates placement and pricing of advertising, marketing, and promotional campaigns to ensure the best possible value.
- Performs strategic analysis and implements campaign optimizations (e.g. keyword research, ad copy testing, bid management) in order to ensure the optimal return on advertising investment
- Meets with Loan Officers and additional internal customers to provide reporting on the results of their various campaigns.
- Maintains strong working relationship with NOVA's agency(s) and collaborates on the creation and execution of new branding and advertising campaigns for NOVA Home Loans.

Additional Knowledge, Skills and Abilities:

- Ability to identify target markets.
- Understanding key word usage to maximize optimization results.
- Understanding how to properly create content and space usage for different media avenues.
- Understanding of programmatic buying and advertising.
- Proficiency in mortgage lending products, processes, and compliance.
- Strong writing skills with the ability to think critically and creatively,
- Ability to use computers, phones, scanners, faxes, etc., possess computer skills consisting of Microsoft based systems.
- Excellent verbal communication skills
- Must possess high level of grammatical and spelling expertise.
- Attention to detail, organization, and follow-through.
- Ability to work independently and work collaboratively in a team environment.
- Ability work in a fast-paced environment and meet deadlines.

ENGINEERING MANAGER [\(CLICK HERE TO APPLY\)](#)

This position will manage external program development teams and be the subject matter expert on application development and integration. This position requires a strong knowledge of software configuration, coding, development and documenting software specifications throughout the project life cycle. This position is responsible for managing external developers to ensure applications, tools and integrations are completed per specifications in requirements and delivered on time. The position requires the ability to develop and maintain strong, effective working relationships with the development team and stakeholders.

Minimum Qualifications:

- Two-year college diploma or university degree in software engineering or computer science, and/or 5 years equivalent work experience.
- 3+ years of in-depth experience creating business related applications in .NET.

Examples of Job Duties:

- Documents and demonstrates solutions by developing documentation, flowcharts, layouts, diagrams, charts, code comments and clear code.
- Updates job knowledge by studying state-of-the-art development tools, programming techniques, ETL tools and computing equipment; participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.
- Protects operations by keeping information confidential.
- Manages development of software solutions by studying information needs as defined in requirements; conferring with users; studying systems flow, data usage, and work processes; investigating problem areas; following the software development lifecycle.
- Designs, develops and implements ETL jobs to effectively process high-volume data sources and meets scheduled processing window.

Additional Knowledge, Skills, and Abilities:

- Technically fluent in programming languages, including SQL, ASP .NET, MVC, VB, C#
- Extensive database and operating systems experience with MS SQL, Windows 8,7,Vista,XP, MS Server 2012, 2008, 2003 .
- Solid working knowledge of current technologies, including TFS, VS 2013, 2015, ASP.NET MVC, Web Services.
- Hands-on software troubleshooting experience.
- Knowledge and hands-on experience with mid- to large-scale RDBMS systems (MS SQL Server).
- Extensive knowledge with query optimization to improve performance and database bandwidth.
- Knowledge and experience with Source Control (TFS).
- Experience building views, data marts and reporting tools.
- Experience in data analysis, data mapping and dimensional data modeling.
- Experience with both Microsoft SQL Server and advanced SQL programming.

EXPEDITOR (CLICK HERE TO APPLY)

The branch is a fast paced, high energy, heavy volume environment that is in need of an individual that can multi-task; frequently switching between various duties noted below without skipping a beat while maintaining an exceptionally high level of customer service for both internal and external customers. The ideal candidate will demonstrate initiative, a desire to learn and a “can-do” attitude.

The successful candidate will provide administrative, clerical and receptionist support for the branch/office. This position has direct contact with customers and employees, so excellent customer service skills are a must.

Minimum Qualifications:

- Requires a High School Diploma or GED
- A minimum of one (1) year of work experience, preferably in an office with a high call volume.

Essential Job Functions:

- Answers phones and provides assistance or transfer calls to appropriate person in a timely fashion
- Greets clients, vendors, visitors, and employees upon entering location in a professional and positive manner
- Faxes documents as needed

- Assists multiple department with filing and other administrative tasks
- Assists with special projects as time permits
- Makes client copies and receipt of fees when necessary
- Oversees all mail-related functions for the office, including sorts and distributes incoming mail to all suites; logs in all TNT and courier packages; delivers TNT and Fed-Ex; prepares outgoing interoffice TNT; prepares outgoing Fed-Ex packages; posts outgoing mail; brings outgoing mail to USPS receptacle; and maintains postage meter
- Pulls files and documentation from both onsite offsite retention areas, as requested
- Performs supply inventory and orders as necessary
- Ensures that copiers, faxes, and printers are in good working order; requests equipment service as needed; Stock copiers, faxes, and printers with paper
- Kitchen Clean Up – Weekly wipe downs and monthly deep cleans
- Other duties as assigned

Knowledge, Skills, and Abilities:

- Excellent customer service skills
- Knowledge of standard office policies and procedures.
- Ability to work both within a team environment and independently to prioritize tasks
- Ability to type and comfortable on a computer
- Ability to operate and manage high call volume on a multi-line phone system
- Skill in the operation of a variety of office machines including personal computers, telephones and copiers.
- Ability to multi-task and handle large amounts of requests
- Effective oral and written communication skills.
- Excellent attention to detail skills.
- Demonstrated proficiency with computer programs such as Microsoft Word, Excel, and Outlook.

FULFILLMENT CENTER ASSISTANT [\(CLICK HERE TO APPLY\)](#)

The successful candidate performs tasks to help ensure NOVA remains compliant on a daily basis in areas pertaining to ECOA requirements.

Minimum Qualifications:

- High School Diploma or GED.
- Must be proficient using a computer, specifically MS Word, MS Excel and Outlook.
- One year administrative experience in an office setting.

Essential Job Functions:

- Review submitted files and prepare disclosures based on RESPA requirements and NOVA policy
- Review and re-disclose changes in circumstance as required by RESPA and NOVA policy
- Run reports and process files to be “adversed” on a daily basis
- Review and deliver valuations in accordance with ECOA requirements
- Answer phone calls and respond to e-mails effectively in a timely manner

Additional Knowledge, Skills, and Abilities:

- Must be able to pay close attention to detail while working in a very fast-paced environment.
- Ability to adapt to an ever-changing industry.
- Ability to work effectively with a team to prioritize daily required functions and independently perform those assigned to them in a timely manner.
- Excellent customer service skills
- Strong time management skills.
- Clear, effective communication when requesting additional information or clarification with those outside the department.

GOVERNMENT INSURING COORDINATOR [\(CLICK HERE TO APPLY\)](#)

The successful candidate will be responsible for ensuring that all government loans as insured or guaranteed within the timeframes required by HUD, VA, and investors.

Minimum Qualifications:

- High school diploma or GED is required
- Minimum of two (2) years of experience in the mortgage industry.
- Basic knowledge of mortgage loan documents is preferred.
- Understanding of Encompass (or other mortgage loan origination systems), FHA Connection and Microsoft Office preferred.

Essential Job Duties:

- Review loan files for acceptability for insurance per FHA/VA guidelines
- Review AUS and underwriting approval for accuracy and ensure that all documentation required by these documents is located within the file.
- Ensure all file documents are completed, signed, and dated.
- Work with internal and external partners to obtain missing/corrected documentation when required.
- Complete FHA insurance applications through FHA Connection.
- Submit files for FHA insurance using the Lender Insurance option within FHA Connection.
- Guaranty VA files through webLGY. Update LOS with insuring status. Other duties as assigned.

Additional Knowledge, Skills, and Abilities:

- Able to manage a high volume of loans while effectively communicating, in writing and verbally, with investors, borrowers, NOVA personnel, and outside companies.
- Strong attention to detail, organizational and follow up skills are a must.
- Basic computer skills required.

HR ASSISTANT [\(CLICK HERE TO APPLY\)](#)

The HR Assistant performs clerical and administrative duties supporting the day-to-day operations of the HR-related functions within the HR & Benefits department in accordance with specific instructions for established work procedures related to recruitment, hiring, employee status changes, personnel files, and other HR-related processes. The position requires limited to moderate decision making surrounding established processes and procedures.

The candidate must be able to perform and work comfortably in a high volume environment managing multiple priorities while maintaining excellent attention to detail and compliance with federal and state laws, regulatory requirements, and company policies and procedures. The candidate in this role must exhibit a high level of professionalism at all times while maintaining effective relationships with employees and managers at all levels. The candidate will work independently with guidance and assistance from supervisor to resolve problems.

Minimum Qualifications:

- High School diploma or GED required, Associated Degree preferred; and
- Minimum two (2) years recent verifiable HR administrative experience; or
- Equivalent combination of education and experience

Examples of Duties:

- Processes, verifies, generates, and maintains all required documentation related to hiring new employees and the employee application and onboarding process ensuring compliance.
- Completes all pre-employment requirements to include but not limited to background checks, credit checks, letters of explanations, offer letter generation, previous employment verifications, etc.
- Communicates with applicants and hiring managers via telephone and email throughout the onboarding process in a timely manner ensuring a seamless hiring process.
- Oversees the I-9 process, to include verification of accurate completion of I-9 form, verification of accurate and legible copies of required identification documentation, and completions of the e-Verify process to ensure compliance
- Maintains all I-9 documentation for active and terminated employees ensuring compliance.
- Verifies employment verifications for new and existing employees.
- Maintains confidential personnel files, including preparations of new employee files and keeping employee records up-to-date in a timely fashion, in compliance with applicable legal requirements.
- Processes, verifies, and maintains all required documentation related to personnel status changes and assures accuracy in information and proper approvals.
- Prepares accurate paperwork required by the Payroll department in a timely manner each week.
- Produces various reports for department management on a monthly basis as well as ad hoc reporting based on request throughout the company.
- Notifies key personnel and departments regarding new employees, employee status changes, and terminations.
- Updates and maintains accurate personnel information related to hiring, status changes, terminations in HR-related spreadsheets and systems.
- Updates and maintains organization charts and online employee roster.
- Responds to general questions from employees and managers regarding HR-related policies and procedures via telephone or email as well as refers employees to other departments for further assistance and escalates questions to appropriate HR & Benefits team members.
- Assists with examining employee files to answer inquiries and provide information for personnel actions.
- Assists with HR team members with employee- and personnel-related projects.
- Assists with conducting research on various HR-related topics
- Heavy data entry is required for this position
- Performs other duties as assigned.

Knowledge, Skills, and Abilities:

- Knowledge of general office procedures and practices.
- Demonstrated proficiency with computer programs such as Microsoft Word, Excel, Outlook, and Visio.
- Skill in filing and recordkeeping.
- Skill in the operation of a variety of office machines including personal computers, telephones and copiers.
- Strong ability for attention to detail in all areas of responsibility, including data entry and all written and oral communications.
- Must possess excellent interpersonal skills and poise
- Ability to work both within a team environment and independently to prioritize tasks
- Ability to maintain and meet demanding timelines.
- Ability to maintain a high level of confidentiality.
- Strong time management, organization, and multi-tasking skills while maintaining high levels of accuracy.
- Ability to function under pressure in a high volume constantly changing environment
- Must have excellent verbal and written communication skills with the ability to deal with sensitive employment matters while maintaining confidentiality and tact.
- Strong customer service orientation.

HR GENERALIST [**\(CLICK HERE TO APPLY\)**](#)

This position works closely with HR & Benefits management and is responsible for performing professional level human resources services and consultation to assigned branches and/or departments at NOVA Home Loans and other NOVA affiliates. Implements, administers and coordinates human resources programs by providing human resources services.

Minimum Qualifications:

- Bachelor's degree in Human Resources, Business or Public Administration four (4) years of Human Resources Generalist experience; OR
- Eight (8) years of progressively responsible experience human resources experience; OR
- Any equivalent combination of education, experience and/or training.
- Professional in Human Resources (PHR), Senior Professional Human Resources (SPHR), SHRM Certified Professional (SHRM-CP), and/or SHRM Senior Certified Professional (SHRM-SCP) certification preferred, not required.
- Some travel may be required based on assigned departments and/or branches.

Examples of Duties:

- Conducts recruitment efforts for all personnel, including development of effective and cost-efficient recruitment strategies, development and placement of advertisements, and screening for qualified applicants.
- Ensures that the hiring processes comply with company guidelines and policies as well as state and federal regulations.
- Assists with systems implementations as necessary.
- Assists with ensuring employment-related activities related to hiring, personnel status changes, and terminations are properly documented and maintained in personnel files.
- Assists with consulting with management regarding employee relations concerns and issues, such as management and employee rights and responsibilities and best practices designed to reduce conflict and litigation.

- Assists with consulting with management on performance management issues and use of performance management tools, corrective action plans, and disciplinary action.
- Implements and monitors performance evaluation program and process revising as necessary.
- Monitors and tracks employee disciplinary action.
- Assist with conducting employment-related investigations, as necessary.
- Ensures compliance with USCIS Form I-9 Employment Eligibility Verification.
- Assist with departmental compliance audits for both Human Resources and Benefits.
- Develops and maintains accurate job descriptions with input from department management and conducts classification reviews to establish new or revise existing positions.
- Ensures the proper classification of positions and provides salary analysis data to management, as necessary.
- Implements and maintains established compensation programs and consults with management on compensation-related matters such as career progression, market and equity salary adjustments, variable pay compensation, etc.
- Assists with development and implementation of HR-related policies and procedures; prepares and maintains employee handbook and policies and procedures manual; provides policy interpretation and guidance to management and employees.
- Develops and maintains affirmative action program; files EEO-1 report annually; maintains other records, reports, and logs to conform to EEO regulations.
- Prepares HR-related reports using various systems by collecting, analyzing, and summarizing data and trends.
- Ensures company complies with federal, state, and local legal requirements by studying existing and new legislation; anticipating legislation; enforcing adherence to requirements; advising management on needed actions.
- Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations. Protects organization's value by keeping information confidential.
- Assists in developing and presenting training for managers and employees surrounding HR-related policies, procedures, and practices.
- Reports, maintains and monitors all workers' compensation case files and follows-up on open cases. Coordinates with Facilities, Insurance Brokers and other departments as necessary.
- Processes leaves of absences, to include determining eligibility for various leave programs including Family and Medical Leave (FMLA) and temporary disability leave according to established guidelines and policies, and provide employees with required timely notice.
- Assists with benefits-related activities, including facilitating Open Enrollment meetings, as needed.
- Participates in developing department goals, objectives and systems.
- Performs other related duties as required and assigned.

Knowledge, Skills, and Abilities:

- Knowledge of and skill in applying the principles, practices and procedures of human resources administration in the areas of recruitment and employment, compensation and classifications, employee relations, and employee development and training.
- Knowledge of and skill in interpreting and applying state and federal statutes and applicable rules and regulations related to the management of human resources.
- Knowledge of statistical methods and concepts and other analytical tools used in human resources processes.
- Skill in effectively using a variety of communication processes.

- Skill in facilitating meetings and delivering presentations.
- Skill in organizing, tracking and prioritizing assignments and tasks.
- Effective verbal and written communication skills.
- Excellent interpersonal skills including the ability to exercise poise, tactfulness, and diplomacy in sensitive and confidential situations, as well as the ability to negotiate win-win outcomes.
- Demonstrated ability to provide excellent service while protecting the corporation.

LOAN OFFICER ASSOCIATE

[\(CLICK HERE TO APPLY – LANCE DICKSON/MATT LIDDCOAT TEAM\)](#)

The Loan Officer Associate proactively supports assigned loan origination team to originate mortgage loans, and enhance business relationships which will generate future loans. Consult and advise customers regarding which financial products best meet customers' needs based upon detailed analysis. Perform work directly related to the general business operations of the origination team, NOVA and NOVA's customers.

Minimum Qualifications:

- Requires a Loan Originator License and the incumbent must maintain the license in good standing; and
- Requires a High School Diploma or GED; and
- A minimum of two (2) years of recent work experience as a Loan Officer, Underwriter or Processor within the mortgage industry.
- Previous experience in a field requiring customer service preferred.

Examples of Duties:

- Delivers superb customer service, including competently coordinating and directing all aspects of the loan process, keeping the customer well informed of same, and providing information and required documentation to customers in a timely manner.
- Counsels and pre-qualifies potential customers, including the obtaining of complete and accurate loan application information, analyzing such information, and advising customers regarding all aspects of the loan process, feasibility of granting loan and alternative financial products available.
- Collects and analyzes information regarding customer's income, assets, investments or debts; determines which financial product best meet the customer's needs and financial circumstances; advises the customer regarding the advantages and disadvantages of various financial products and credit options; and markets, services or promotes financial products offered by NOVA. Provides an "Items Needed Worksheet" and schedules an appointment with the client.
- Directs, manages and coordinates all aspects of each individual loan that is originated from application to closing, including communications with the customer and the loan personnel.
- Collects and confirms the accuracy of all necessary supporting loan documentation, including credit histories, financial statements along with the appropriate fee and lock-in information, and ensure all loans conform to all applicable terms and guidelines.
- Conducts extensive research on subjects related to loan industry including, but not limited to: applicable regulations related to NOVA products; market strategies; potential new audiences for products; and industry standards and developments.
- Responsible for researching products and underwriting guidelines; stays informed of market trends and developments; stays abreast of new types of loans and other financial services and products.

- Obtains pricing, secures and locks precise loan terms, and effectively communicates loan details and terms with clients.
- Exercises sound professional judgment in all matters related to NOVA including knowledge of products, statutory and other requirements, identifying client needs.
- Responsible for understanding and complying with all laws, rules and regulations pertaining to all types of mortgage loans.
- Supports loan officer in generating bona fide business leads and developing referral business in order to locate prospective customers.
- Regularly monitors and manages NOVA Returns to identify and pursue viable leads. Monitors database for accuracy and potential marketing opportunities.
- Other duties as assigned.

Knowledge, Skills, and Abilities:

- Knowledge of, and strict compliance with, all applicable federal, state and local laws, rules and regulations regarding all types of mortgage loans.
- Able to maintain high level of confidentiality regarding private, trade secret and/or proprietary information.
- Knowledge and understanding of computer software programs such as Microsoft Word, Excel, and Outlook as well as mortgage tracking software.
- Effective oral and written communication skills; excellent responsiveness to customers and NOVA personnel.
- Must be able to read, write, and speak in English.

PROCESSOR (CLICK HERE TO APPLY)

This position provides quality loan processing, reviewing files for compliance to company standards and ensuring completeness for submission to Underwriting. Contacts borrowers and/or vendors to collect necessary documentation. Acts as liaison between customers, underwriters, closers, etc.

Minimum Qualifications:

- Must have a High School Diploma or GED; and
- A minimum of two (2) years of experience processing loans; preferably recent experience.
- Previous experience in a field requiring customer service preferred.

Essential Job Functions:

- Review files for completeness and accuracy.
- Verify accuracy of system input.
- Analyze file for program applicability.
- Review necessary documentation, such as income and asset documentation, credit report, verifications, appraisal report, preliminary title report, etc.
- Obtain accurate AUS findings.
- Contact borrowers to request additional documentation as needed. Call clients to review closing figures prior to submission.
- Provide status updates to loan officers, borrowers and agents.
- Coordinate all aspects of submission to underwriting, documentation requests and satisfaction of closing/funding conditions. Coordinate closings as needed.
- Submit files in a timely manner in accordance with company standards.

- Review pre-audit HUD1 to ensure accuracy. Work with loan officer and title companies to resolve any discrepancies prior to closing.
- Prioritize work flow to ensure time sensitive files are handled in proper order.
- Assure compliance with all regulatory and governmental standards, guidelines, rules and regulations with all regulatory authorities, federal or state ordinances and administrative regulations and statutes.
- Other duties as assigned.

Knowledge, Skills, and Abilities:

- Knowledge of applicable federal, state, and local laws, rules, and regulations in order to ensure compliance
- Ability to maintain high level of confidentiality regarding private, trade secret and/or proprietary information.
- Excellent attention to detail skills.
- Knowledge and understanding of computer software programs such as Microsoft Word, Excel, and Outlook as well as mortgage loan origination software.
- Effective oral and written communication skills.
- Ability to work independently and as part of a team

PROJECT COORDINATOR [\(CLICK HERE TO APPLY\)](#)

This position is responsible for coordinating technology-related projects and project activities across the organization and helps ensure all project phases are completed on schedule and documented appropriately with external development teams.

Minimum Qualifications:

- Must have high school diploma or GED, and
- A minimum of five (5) years of extensive administrative experience with exposure to mid-to senior-level managers.
- Proficiency using Microsoft Suite including Excel, Visio, PowerPoint, MS Project preferred, not required.
- Project coordination experience is preferred, not required.

Examples of Job Duties:

- Conducts preliminary investigation for all project requests.
- Identifies and defines project scope, requirements, and deliverables.
- Track project progress and compiles project status reports
- Coordinates project schedules, and manages project meetings.
- Works with the engineers and business process analysts to ensure the system gets modified, designed, created, or decommissioned correctly.
- Works with the end users' clarifying information for the engineers.
- Manages the scope of the current release and collect requirements for subsequent releases.
- Develops estimates, plans, Work Breakdown Structures (WBS), schedules required to complete the scope of the project.
- Determines and manage stakeholder involvement.
- Manages vendors, delivery content, communications, requirements, testing, issues, and status.
- Coordinates with the Training & Development Department to ensure there are appropriate training materials and the correct people are trained. May be responsible for developing the training schedule.
- Manages historical documents and writes and maintains lessons learned as related to project coordination, management and implementation.
- This position typically creates several deliverables including but not limited to:

- Project Schedule
- Communications plan
- Training plan and schedule
- Project Development Plan
- Charts, graphs, analysis results
- Track project costs

Knowledge, Skills, and Abilities:

- Excellent verbal and written communications skills.
- Strong organizational skills.
- Solid analytical skills with a process orientation.
- Ability to adapt to rapidly changing priorities.
- Ability to interact with executive management, department managers and staff members
- Ability to successfully lead project and project initiatives without necessarily having line management authority.
- Ability to successfully lead a project and project initiatives without necessarily having line management authority.
- Knowledge of mortgage and/or financial industry preferred, not required.
- Ability to facilitate and negotiate win-win solutions and outcomes with multiple stakeholders
- Knowledge of process improvement methodologies and change management techniques.
- Knowledge about designing, constructing, and documenting business processes, functions, organizational structures, business rules, policies, and procedures.

SCANNER [\(CLICK HERE TO APPLY\)](#)

This position is responsible for scanning mortgage-related documentation.

Minimum Qualifications:

- High school diploma or GED
- One year of mortgage, office, customer service or related experience
- Or equivalent combination of education and experience.
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Essential Job Duties:

- Physically stacks, scans and restacks a variety of different documents.
- Views each scan as it is imaged to ensure proper image is generated.
- Names/Catalogs scanned documents appropriately.
- Sorts through and identifies documents.
- Identifies rushes and handles them accordingly.
- Tracks time and location of images being scanned into the system.
- Removes any objects that may impede the scanning process, such as staples paper clips, etc.
- Cleans and maintains scanning equipment.

Knowledge, Skills & Abilities:

- Strong attention to detail and ability to meet deadlines in a high volume environment is required.
- Basic knowledge of mortgage loan documents is preferred.
- Basic computer skills required.

- Understanding of Encompass (or other mortgage loan origination systems) and Microsoft Office preferred.

SOFTWARE DEVELOPMENT SPECIALIST [\(CLICK HERE TO APPLY\)](#)

Responsible for collaborating with business analysts and engineers to develop test cases for software used at NOVA. Will create, maintain and execute automated test scripts, and report on results. Will assist in creating and maintaining Software Lifecycle documentation throughout the department.

Minimum Qualifications:

- A minimum of four (4) years recent software development or testing experience
- Excellent written English skills
- High School Diploma or GED

Essential Job Duties

- Perform regression, feature and performance testing for COTS and custom-developed software
- Manage bug reports and tracking
- Write and edit Software Lifecycle documents
- Maintain the department's online knowledgebase (wiki) website
- Assist with various development projects

Knowledge, Skills, and Abilities:

- Knowledge and employment experience supporting enterprise software systems
- Customer service orientation and ability to effectively communicate with non-technical users
- Familiarity with Microsoft C#.NET, .NET Core, .NET MVC, Web Services, T-SQL, Visual Studio 2017, Team Foundation Server
- Familiarity with Ranorex test automation framework helpful
- Must be able to create test cases and scripts and all related documentation
- Must have automated testing background
- Familiarity with bug tracking tools
- Strong understanding of Agile software development, SDLC and QA lifecycle
- Strong analytical and problem solving skills

TECHNICAL MARKETING COORDINATOR [\(CLICK HERE TO APPLY\)](#)

The Technical Marketing Coordinator will report to the Manager of Technical Marketing and will be responsible for supporting the technical operations of the marketing department, the CRM tool, website, social media and other marketing technical tools.

Minimum Qualifications:

- High School diploma or GED required, Associated Degree preferred; and
- Minimum of 1 to 2 years of experience working with CRM and Customer Relationship Management tools
- Minimum of 1 to 2 years of marketing experience; or equivalent combination of education and experience

Essential Job Functions:

- Create and monitor social media sites

- Create landing pages for lead generation
- Create PPC and FB Campaigns and monitor their success.
- Creating email templates for internal CRM
- Adding video functionality to marketing collateral and digital campaigns
- Making website updates for new and terminated employees, adding bios and logos
- Working with internal sales people and implement their sales strategies into the CRM tool
- Assist in general CRM training when necessary
- Other duties as assigned

Knowledge, Skills, and Abilities:

- Current social media-related knowledge
- Ability to create ad campaign
- Ability to multi-task and handle large amounts of requests
- Knowledge of general office procedures and practices.
- Demonstrated proficiency with computer programs such as Microsoft Word, Excel, and Outlook.
- Strong attention to detail skills in all areas of responsibility
- Strong verbal and written communication skills, to include high level of grammar and spelling expertise
- Must possess excellent interpersonal skills and poise
- Ability to work both within a team environment and independently to prioritize tasks
- Ability to maintain and meet demanding timelines
- Ability to function under pressure in a high volume constantly changing environment
- Strong customer service orientation, including follow up and follow through with customers.