

CURRENT EMPLOYMENT OPPORTUNITIES AT NOVA HOME LOANS

Last Update: March 16th, 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><i>No Open Positions At This Time</i></p>	<p>Chandler 3075 West Ray Road Chandler, AZ 85018</p> <p>Branch Loan Coordinator</p>	<p>Gilbert Ranch 1528 East Williams Field Road Gilbert, AZ 85295</p> <p>Processor</p>
<p>Maricopa Operations Center 7310 North 16th Street Phoenix, AZ 85020</p> <p>Facilities Team Lead</p>	<p>Phoenix 3900 East Camelback Road Phoenix, AZ 85018</p> <p>Administrative Assistant Processor</p>	<p>Scottsdale 8888 East Raintree Drive Scottsdale, AZ 85260</p> <p>Expeditor Loan Officer Associate</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>Administrative Assistant – Marketing – Part Time Application Support Specialist Benefits Manager Director of Internal Auditing Government Insuring Coordinator HR Generalist Loan Officer Associate Pre-Closer</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><i>No Open Positions At This Time</i></p>	

CALIFORNIA

<p>La Jolla 9255 Towne Centre Drive San Diego, CA 92121</p> <p><i>No Open Positions At This Time</i></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>Cherry Creek 50 South Steele Street Denver, Colorado 80209</p> <p><i>No Open Positions At This Time</i></p>	<p>Colorado Springs 1125 Kelly Johnson Boulevard Colorado Springs, CO 80903</p> <p><i>No Open Positions At This Time</i></p>	<p>Denver Tech Center 8055 East Tufts Avenue Denver, CO 80237</p> <p><i>No Open Positions At This Time</i></p>
<p>Highlands Ranch 1805 Shea Center Drive Highlands Ranch, CO 80129</p> <p><i>No Open Positions At This Time</i></p>	<p>Westminster 11080 Circle Point Road Westminster, CO 80020</p> <p><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.

ADMINISTRATIVE ASSISTANT - BRANCH - [\(CLICK HERE TO APPLY\)](#)

The successful candidate will perform varied advanced secretarial and administrative tasks supporting the branch and the supervisor, which requires initiative and independent judgment. The candidate will work independently under general direction of the supervisor, handling non-routine situations by determining the approach or action to take and interprets guidelines, procedures, policies and practices. The candidate may have contact with high level administrative offices requiring use of business vocabulary, tact, discretion and judgment.

Minimum Qualifications:

- A minimum of one (1) year in an administrative, marketing, or mortgage industry role is required.
- A minimum of one (1) year of customer service experience.

Examples of Duties:

- Schedule and confirm appointments for supervisors.
- Prepare reports, memos, letters, and other documents, using word processing, spreadsheet, database, or presentation software.
- Set up and manage paper or electronic filing systems, recording information, updating paperwork, or maintaining documents, such correspondence or other material.
- Answer phone calls and direct calls to appropriate parties or take messages.
- Complete forms in accordance with company procedures.
- Attend meetings to record minutes.
- Read and analyze incoming memos, submissions, and reports to determine their significance and plan their distribution.
- File and retrieve corporate documents, records, and reports.
- Open, sort, and distribute incoming correspondence, including faxes and email.
- Make copies of correspondence or other printed material.
- Make travel arrangements for supervisors as necessary.
- Perform general office duties, such as scanning, filing and sending paperwork to internal and external customers and/or external vendors/clients.
- Other duties as assigned.

Knowledge, Skills, and Abilities:

- Knowledge of standard office policies and procedures.
- Demonstrated proficiency with computer programs such as Microsoft Word, Excel, and Outlook.
- Works independently with some latitude for initiative and independent judgment.
- 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.
- Skill in English composition, grammar, spelling and punctuation.

- Effective verbal and written communication skills, including active listening skills and skill in presenting findings and recommendations.
- Ability to maintain and meet demanding timelines.
- Ability to function under pressure in a high volume constantly changing environment.
- Ability to establish and maintain harmonious working relationships with coworkers, staff and external contacts, and to work effectively in a professional team environment.
- Strong customer service orientation.
- Experience with various social media sites.
- Ability to maintain organizational and professional ethical standards.
- Experience with analyzing data and presenting data is preferred.

ADMINISTRATIVE ASSISTANT – MARKETING – PART TIME [\(CLICK HERE TO APPLY\)](#)

This position is Part-Time, Monday through Friday, mornings only.

The successful candidate will perform varied administrative tasks supporting the Education Exchange, NOVA®'s real estate continuing education program. The candidate will work under the general direction of the Education Exchange Manager, and may have contact with customers and vendors requiring the use of business vocabulary. The right candidate must have effective written and oral communication skills and possess interpersonal skills to establish and maintain good working relationships. Comprehension of computer programs such as Microsoft Word, Excel and Outlook is required.

Minimum Qualifications:

- A minimum of one (1) year in an administrative, marketing, or mortgage industry role is required.
- A minimum of one (1) year of customer service experience.

Essential Job Functions:

- Perform general office duties.
- Compile information for classes.
- Assist with preparation and updates of course material.
- Assist with management of website.
- Complete forms in accordance with program procedures.
- Prepare and process sign in sheets and course certificates for classes.
- Assemble and record data from classes on Excel Sheets and forms.
- Assist with reconciliation and record keeping of class payments.
- Help with organization and maintenance of CE Class calendar/spreadsheets.
- Assist in maintenance of documentation and filing systems, including filing necessary records.
- Create and send PO's to Marketing PA as needed for various invoices.
- Assist in administrative tasks involved in marketing programs.
- Answer phone calls and take messages.

Knowledge, Skills, and Abilities:

- Knowledge of standard office policies and procedures.
- Attention to detail and exemplary organizational and time management skills.

- Strong ability for attention to detail in all areas of responsibility, including data entry and all written and oral communications.
- Demonstrated proficiency with computer programs such as Microsoft Word, Excel, and Outlook.
- Skill in filing and recordkeeping.
- Skill in the operation of a variety of office machines including personal computers, telephones and copiers.
- Skill in English composition, grammar, spelling and punctuation.
- Effective verbal and written communication skills, including active listening skills and skill in presenting findings and recommendations.
- Ability to maintain and meet demanding timelines and prioritize daily workload.
- Ability to function under pressure in a high volume constantly changing environment.
- Ability to establish and maintain harmonious working relationships with coworkers, staff and external contacts, and to work effectively in a professional team environment.
- Strong customer service orientation.
- Ability to maintain organizational and professional ethical standards.
- Experience with analyzing data and presenting data is preferred.
- Works independently with some latitude for initiative and independent judgment.
- Experience with various social media sites.

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

Required 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.

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 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.

The successful candidate must have 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. The successful candidate will have knowledge of applicable federal, state and local laws, rules and regulations regarding all types of mortgage loans. Previous experience in a field requiring customer service along with a Mortgage Loan Origination License is preferred, not required.

The successful candidate will have the ability to maintain high level of confidentiality regarding private, trade secret and/or proprietary information. The candidate should have 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, and strong attention to detail skills are needed for this position. The successful candidate will have the ability to work in a fast paced work environment and maintain quality and composure under pressure while working independently and as part of a team.

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.

DIRECTOR OF INTERNAL AUDITING [\(CLICK HERE TO APPLY\)](#)

This position provides oversight and direction over the company-wide internal auditing function. This position primarily plans, leads, and performs day-to-day work activities for the Internal Audit function, designed to execute internal audit work in line with the audit plan and the company's risk management strategies.

Minimum Qualifications:

- Bachelor's Degree in Business or certificate in related field; or a combination of experience and education.
- Minimum of three (3) years in an administrative, compliance, and/or quality assurance role and a minimum of one (1) year progressive management/supervisory experience; or a combination of experience and education.

Examples of Duties:

- Conducts and/or coordinates a companywide internal auditing function, including coordinating use of outside auditors, as needed.
- Identifies and assesses organization's potential risk areas and development and executes an annual companywide audit plan.
- Develops audit procedures, including identifying and defining issues, developing criteria, reviewing and analyzing evidence, and documenting processes and procedures
- Communicates the results of audit projects via written reports and oral presentations to executive management.
- In concert with Risk Management and Compliance, reviews the adequacy of controls established to ensure adherence with policies, plans, procedures and business objectives.
- Assesses the reliability of financial and management information presented and assesses the means of safeguarding assets.
- Reviews established procedures and systems and proposes improvements.
- Appraises the use of resources with regard to economy, efficiency and effectiveness.
- Follows up on audit recommendations to make sure that effective action is taken or reports as such.
- Carries out ad-hoc assessments, investigations, or reviews requested by executive management.

Knowledge, Skills, and Abilities:

- Knowledge of industry program policies, procedures, regulations and laws.
- Skill in conducting quality control reviews of audit work products.
- Skill in collecting and analyzing complex data, evaluating information and systems, and drawing logical conclusions.
- Skill in planning and project management, and in maintaining composure under pressure while meeting multiple deadlines.
- Considerable skill in negotiating issues and resolving problems.
- Skill in using a computer with word processing, spreadsheet and other business software to prepare reports, memos, summaries and analyses.
- Effective verbal and written communication skills, including active listening skills and skill in presenting findings and recommendations.
- Ability to establish and maintain harmonious working relationships with coworkers, staff and external contacts, and to work effectively in a professional team environment.
- Ability to maintain organizational and professional ethical standards.
- Works independently with extensive latitude for initiative and independent judgment.

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

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.

FACILITIES TEAM LEAD [\(CLICK HERE TO APPLY\)](#)

This position acts in a lead role assisting the Facilities Manager with the day-to-day operations the department providing facilities-related support to Nova employees. This position provides training and guidance to the Facilities Coordinators

to ensure that issues are resolved promptly and communications with other departments, management, and employees are frequent and consistent. This position may also be assigned to manage an office opening, move or closing project.

Minimum Qualifications:

- High School Diploma or GED, and
- Minimum of two (2) years customer service-oriented experience, and
- Minimum of two (2) to three (3) years facilities-related coordination with light maintenance experience required
- Proficient with MS Windows and Office applications.
- This position requires the ability to work flexible hours, including weekends, to meet the needs of the business.
- This position requires travel; valid driver's license and reliable transportation is essential.

Essential Job Functions:

- Performs the duties of the Facilities Coordinator as well as the following:
- Trains current and new Facilities Coordinators on the processes and procedures related to the Facilities Coordinator position.
- Maintains the Facilities department standard operating procedures as well as provides input for process improvements.
- Acts as the point of contact and escalation for Facilities Coordinators and Facilities Administrative Personnel for unique and/or difficult facilities requests.
- Assists Facilities Manager with the negotiation of leases and other contracts.
- Facilitates the planning, coordination and completion of branch openings, closings as assigned by the Facilities Manager.
- Monitors tickets in the Facilities ticketing system to ensure proper documentation, tracking and monitoring of assigned tickets to ensure resolution in a timely manner.
- Verifies that operations are carried out in compliance with NOVA's Facilities corporate standards.
- Performs branch site visits to act as NOVA facilities ambassador to maintain good working relationships with Branch Managers and staff.
- Assists with identification of facility process deficiencies; provides suggestions and follows up to ensure that deficiencies are resolved.
- Other duties as assigned

Additional Knowledge, Skills, and Abilities:

- Knowledge of applicable federal, state, and local laws, rules, and regulations in order to ensure compliance
- Effective communication skills, both verbal and written
- Ability to work independently and as part of a team
- Must possess excellent customer service skills
- Demonstrates ability to be proactive and has strong follow-up and follow-through skills
- Strong organizational skills
- Ability to manage priorities in a fast past environment.

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 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

[\(CLICK HERE TO APPLY – JASON SMITH TEAM\)](#)

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

[\(CLICK HERE TO APPLY – CHRIS LAWLER TEAM\)](#)

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.

PRE-CLOSER (CLICK HERE TO APPLY)

The successful candidate will work with Loan Officers, Processors, Underwriters, and Escrow Officers to assist in the closing and funding of mortgage loans.

Minimum Qualifications:

- High School Diploma or GED
- Minimum of two (2) years of related work experience or a combination of education and experience

Essential Job Functions:

- Review loan documents to ensure accuracy and consistency throughout loan file; address inconsistencies with processing staff
- Review and audit loan documentation; verify all underwriting conditions have been met

- Review, sort and stack closing loan documents for shipping
- Verifications of employment
- Communicate with Funder missing or incorrect items within closing package; facilitate resolution of outstanding problems with documents
- Review required documentation for Brokered Loans, communicate outstanding requirements for Funding
- Maintain high level of confidentiality
- Other duties as assigned

Knowledge and Skills

- Knowledge of applicable federal, state, and local laws, rules, and regulations in order to ensure compliance
- Able to maintain high level of confidentiality
- Attention to detail
- Knowledge of computer programs such as Microsoft Word, Excel, and Outlook
- Effective oral and written communications skills
- Ability to work independently and as part of a team

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