

## CURRENT EMPLOYMENT OPPORTUNITIES AT NOVA HOME LOANS

Last Update: September 22<sup>nd</sup>, 2017

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

## ARIZONA – Tucson / Southern Arizona

<p><b>Corporate</b> 6245 East Broadway Boulevard Tucson, AZ 85711</p> <p><a href="#">Automation Engineer</a> <a href="#">Facilities/Property Manager</a> <a href="#">Lead Tech Support Specialist</a> <a href="#">Product Development Analyst</a> <a href="#">Purchase Clearing Coordinator</a> <a href="#">Senior Compliance Analyst</a></p>	<p><b>Green Valley</b> 210 West Continental Road Green Valley, AZ 85622</p> <p><i>No Open Positions At This Time</i></p>	<p><b>Northwest</b> 6893 North Oracle Road Tucson, AZ 85704</p> <p><i>No Open Positions At This Time</i></p>
<p><b>River Road</b> 1650 East River Road Tucson, AZ 85718</p> <p><a href="#">Underwriter</a></p>	<p><b>Sierra Vista</b> 77 Calle Portal Sierra Vista, AZ 85622</p> <p><i>No Open Positions At This Time</i></p>	<p><b>Sunrise</b> 3430 East Sunrise Drive Tucson, AZ 85718</p> <p><i>No Open Positions At This Time</i></p>
<p><b>Williams Centre</b> 5255 East Williams Circle Tucson, AZ 85711</p> <p><i>No Open Positions At This Time</i></p>	<p><b>Yuma</b> 454 West Catalina Drive Yuma, AZ 85364</p> <p><i>No Open Positions At This Time</i></p>	

## CALIFORNIA

<p><b>La Jolla</b> 9255 Towne Centre Drive San Diego, CA 92121</p> <p><i>No Open Positions At This Time</i></p>
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## NEVADA

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

<p><b>Cherry Creek</b> 50 South Steele Street Denver, Colorado 80209</p> <p><i>No Open Positions At This Time</i></p>	<p><b>Colorado Springs</b> 1125 Kelly Johnson Boulevard Colorado Springs, CO 80903</p> <p><i>No Open Positions At This Time</i></p>	<p><b>Denver Tech Center</b> 8055 East Tufts Avenue Denver, CO 80237</p> <p><i>No Open Positions At This Time</i></p>
<p><b>Highlands Ranch</b> 1805 Shea Center Drive Highlands Ranch, CO 80129</p> <p><a href="#">Administrative Assistant</a></p>	<p><b>Westminster</b> 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** [\(CLICK HERE TO APPLY\)](#)

The successful candidate will provide administrative and clerical support for the Branch Manager, branch, and Loan Officers. This position has direct contact with customers and employees.

The successful candidate must have a minimum of one (1) year of administrative support experience, preferably in an office with high volume, and a high school diploma or GED. In addition, the candidate must have strong computer skills and knowledge of relevant software, including Word, Excel, and Outlook; knowledge of operation of standard office equipment, and knowledge of clerical and administrative procedures and systems such as filing, record keeping, and principles and practices of basic office management. The successful candidate must have exceptional customer service skills, strong written and verbal communication skills, the ability to plan, organize, and prioritize, and pay attention to detail.

#### **Essential Job Functions:**

- Provides administrative support to Branch Manager to include credit card receipt management, schedule coordination, meeting planning and organization, etc.
- Answers phones; provides assistance or transfers calls to appropriate person
- Greets clients, vendors, visitors, and employees upon entering location
- Performs general clerical duties including photocopying, faxing and mailing
- Maintain electronic and hard copy filing system
- Handles requests for information and data
- Resolves administrative problems and inquiries
- Prepares written responses to routine inquiries, as well as prepares and modify documents including correspondence, reports, drafts, memos and emails
- Assists Loan Officers with administrative duties as assigned
- Other duties as assigned by the Branch Manager

### **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.

The right candidate must be technically fluent in programming languages, including SQL, ASP, .NET, VB, C#, extensive database and operating systems experience with MS SQL, MySQL, Windows 8,7,Vista,XP, MS Server 2012, 2008, 2003, solid working knowledge of current technologies, including TFS, VS 2008, 2010, 2012, ASP.NET, Web Services, WPF, Silverlight, WCF, and hands on experience troubleshooting software.

In addition, the right candidate will have a two-year college degree in software engineering or computer science, and/or 5 years equivalent work experience, and 3+ years of in-depth experience creating business related applications in .NET

## **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

## **LEAD TECHNICAL SUPPORT SPECIALIST** [\(CLICK HERE TO APPLY\)](#)

This position acts in a lead role assisting the Technical Support Manager with the day to day operations of the help desk. This position provides training and guidance to Helpdesk Support Specialists This position is responsible for documenting, tracking and monitoring assigned tickets to ensure resolution in a timely manner. This position creates and manages escalation procedures and ensures service levels are maintained.

## **Essential Job Functions:**

This position performs the duties of the Helpdesk Support Specialist\* position as well as the following:

- Coordinate and schedule the activities of the Help Desk
- Acts as escalation point for help desk technicians.
- Manage internal help tickets; ensure service levels are met.
- Ensure that all deployed PCs conform to Nova standards – have required software installed, appropriate Windows settings etc.
- Schedule and coordinate vendors to assist with remote office installations and troubleshooting.
- Work with managers to assess when employees need additional technical resources to perform their job.
- Maintain inventory and order stock equipment as needed
- Assist Technical Support Manager with developing and documenting support and deployment processes
- Open support tickets with third-party vendors/OEMs when appropriate.
- Performs other miscellaneous job-related duties as assigned.

## **Knowledge, Skills, and Abilities:**

- Excellent communication (oral and written), interpersonal and organizational skills.
- Ability to work well with a team in a fast paced, constantly changing environment.
- Able to manage multiple competing priorities.

- Outstanding customer service skills and a dedication to the customer service experience.
- Thorough knowledge of MS Windows operating systems and MS Office applications.
- Familiarity with low-voltage wiring standards and codes
- Experience with documenting procedures.
- Knowledge of Active Directory, and basic network technology

## **Minimum Requirements:**

- High school diploma or GED required
- A minimum of 3 years' experience in a customer oriented technical helpdesk position with lead responsibilities and/or role.

## **\*Examples of job duties of Helpdesk Support Specialist are:**

- Engage end-users in front line support via telephone and e-mail
- Troubleshoot a variety of hardware and software issues relating to PCs, laptops, printers, network access, e-mail, internet access, iPhones, Android devices and IP telephones.
- Assist with moving and/or installation of telephones, computers, printers and other peripherals.
- Document time and other work details in ticketing system.
- Train users in basic computer and software functionality.
- Follow up with users to ensure issues have been resolved.
- Performs other miscellaneous job-related duties as assigned.

## **PROCESSOR** [\(CLICK HERE TO APPLY\)](#)

The right candidate must have minimum of 2 years of recent experience, preferably 5 years, processing conventional, VA and FHA loans. Previous experience in a field requiring customer service is preferred. High School Diploma or GED required.

Ability to work in a fast paced environment with experienced Loan Officers. Attention to detail and strong customer service skills are required. Coordinate loan process and ensure closing deadlines are met.

## **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.

## **PROPERTY/FACILITIES MANAGER** [\(CLICK HERE TO APPLY\)](#)

This position is a member of the Technical Services team and is responsible for the oversight and management of high end office space facilities management across multiple states including Arizona, California, Texas, Nevada and Colorado. Responsible for construction project management of branch buildouts, openings and moves, the coordination and organization of property, equipment and vendors. This position is responsible for maintaining a safe and efficient office environment in compliance with federal and state laws. The successful candidate will be able to manage multiple buildouts and moves in multiple states at the same time. The successful candidate will bring to the table the ability to analyze, streamline and create processes to improve efficiencies, communication and customer service.

The successful candidate will have a High School Diploma or GED and Minimum of three (3) years recent of experience in a similar position; or equivalent combination of education and experience. The successfully candidate must have a minimum of one (1) year experience of direct supervisory responsibilities. Proficiency in MS Windows and Office applications is required. This position requires travel and the ability to work flexible hours, including weekends, to meet the needs of the business.

### **Essential Job Functions:**

- Plans, coordinates, and oversees branch buildouts, openings, closings and assignments of offices.
- Negotiates and manages leases and other contracts.
- Responsible for managing property, equipment and furniture vendors, including movers to implement timely moves and branch openings and moves.
- Works with other Infrastructure Services team members to specify power and cabling requirements.
- Works with managers to determine office assignments and location of company equipment such as copiers, printer, fax machines, computers and phones.
- Manages vendors so that wiring, furniture and cubicle set-up is completed in a timely manner.
- Works with employees and managers regarding replacement of furniture; makes determination as whether furniture or equipment is replaced; ensuring satisfactory resolution
- Oversees asset management and purchasing of equipment, furniture, etc.
- Identifies facility deficiencies; provides suggestions and follow-up to ensure that deficiencies are resolved
- Ensures that aesthetic appearance is compliant with company standards and offices are within Federal and State safety regulations

### **Additional Knowledge, Skills, and Abilities:**

- Strong project management skills.
- Knowledge of applicable federal, state, and local laws, rules, and regulations in order to ensure compliance
- Ability to meet deadlines consistently.
- Effective communication skills, verbal and written

- Ability to work independently and as part of a team
- Must possess excellent customer service skills
- Effective proactive, solution-based problem solver with the ability to work collaboratively with others
- Strong follow up and follow through skills.

## **PRODUCT DEVELOPMENT ANALYST** [\(CLICK HERE TO APPLY\)](#)

This successful candidate will work closely and alongside with the Product Development Manager supporting NOVA's product development and implementation. This position requires the ability to work independently under pressure, maintain a high customer service level, conduct thorough research and effectively communicate information to others.

The successful candidate will have current knowledge and understanding of the mortgage industry, with top tier verbal and written communication skills, along with excellent attention to detail and a track record of quality work.

A High school diploma or GED required. The ideal candidate will have two (2) years of experience in the mortgage industry. The successful candidate must be proficient in Microsoft Excel and Word.

### **Essential Job Duties:**

- Participate in the research for new products or enhancements to existing products
- Research new correspondent and wholesale investor outlets and prepare research analysis reports
- Distribute product and guideline change communication
- Answer product, process or investor questions by email and/or the telephone
- Help maintain investor loan processes
- Maintain Capital Markets information on company resources

## **PURCHASE CLEARING COORDINATOR** [\(CLICK HERE TO APPLY\)](#)

The successful candidate must be 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. The candidate must possess computer skills consisting of Microsoft based systems; Excel, Word, Outlook as well as Adobe applications and navigating the Internet for mortgage-related research. Basic knowledge of mortgage loan documents is preferred.

The successful candidate must have a High School Diploma or GED; and a minimum of two (2) years of related experience in the mortgage industry, is preferred. Understanding of Encompass or other mortgage loan origination systems, is preferred but not required. The successful candidate will have strong attention to detail and the ability to meet deadlines in a high volume environment.

### **Examples of Duties:**

- Retrieve investor suspense notices from investors via e-mail, fax, or website delivery. Verify file deficiency notices are valid on the date of receipt.
- Review scanned documentation for missing documentation.
- Work with Nova personnel, borrowers, and third parties to obtain missing documentation.

- Provide documentation to investor upon receipt with targeted date to clear loan in two working days.
- Upload documentation to the loan origination system to ensure Nova has a complete file.
- Data entry of deficiency notice information into loan origination system as required.
- Other duties as assigned.

## **SENIOR COMPLIANCE ANALYST** [\(CLICK HERE TO APPLY\)](#)

This position reports directly to the Manager of Compliance & Policy Management and partners with various colleagues to provide assistance and support to other functions within the department. This position's core responsibilities will focus on overseeing assigned department-related processes owned by the Compliance department and is the departmental subject matter expert on these assigned processes.

The successful candidate will have a minimum of five (5) years of administrative or related work experience demonstrating progressively more responsibility and scope of authority, and at least two (2) of which must be mid- to senior-level Compliance-related work experience. In addition, the candidate must have a Bachelor's degree in a business or related field, or a combination of experience and education. The successful candidate must be proficient with computers, including Microsoft Office Suite.

### **Examples of Duties:**

- Conducts research on several mortgage-related federal and state consumer financial laws, and other topics as needed, interpret and report on this research
- Reviews Consumer Financial Protection Bureau (CFPB) resources to identify needed policies and procedures
- Acts as a point-person analyzing/advising on questions and scenarios for compliance with mortgage-related federal/state consumer financial laws; for risk mitigation; and for adherence to policies/procedures of the corporation
- Provides leadership in solving problems and making non-routine decisions using sound judgement and follow-through to solve compliance/risk issues
- Participates in decision-making based on regulatory, research, data, and industry best practices
- Own and oversee Departmental processes, such as: Settlement Agent Review and Approval Process; Vendor Management/Third-Party Oversight; Policy & Procedure Library maintenance; and Loan Officer Compensation
- Participates in other Department-owned processes, such as: Lease-related compliance reviews; Local Authority compliance requirements; Onsite Branch Compliance Reviews for HUD/FHA compliance; Monthly, Quarterly, and Annual Mortgage/Regulatory Reporting; Regulatory Examinations & Audits; and others, as needed
- Responds to and provides interdepartmental customer service to other NOVA Departments' compliance specific questions and requests
- Develops and fosters positive relations with Production, Operations and Administrative leadership as well as the broader NOVA community
- Proactively seeks feedback from stakeholders and identify resource needs as needed
- Updates spreadsheets and other task-tracking systems
- Organizes and maintains hardcopy and electronic department files
- Supports Department content on AllRegs, NOVA.net, NOVAHub, and other tools and resources, as needed





- Researches, maintains and updates Compliance policies of the organization
- Participates in conference activities and professional development opportunities as needed
- Participates and shares in the facilitation and agenda development of meetings, and make presentations as needed
- Assists in compliance-related training as needed
- Participates in Compliance Committee activities as needed
- Other duties as assigned

### **Knowledge, Skills, and Abilities:**

- Responsible for understanding and adhering to Compliance Department policies and procedures
- Cognizant of the Nationwide Multistate Licensing System & Registry (NMLS)
- Demonstrated leadership skills, including excellent initiative, organizational and time management skills
- Demonstrated analytical and problem-solving skills, including good use of judgment
- Attention to detail, healthy sense of urgency, and high level of dedication to quality
- Exceptional customer service with a strong service-oriented attitude
- Ability to receive constructive criticism well
- Must be able to work well independently or as part of a team
- Must have strong written and verbal communication skills
- Must be able to maintain a high level of confidentiality and meet deadlines
- Strong sense of ownership and accountability over tasks and responsibilities
- Thorough knowledge of mortgage lending policies and best practices
- Broad understanding of various types of reference sources
- Demonstrated ability to work in a fast-paced/multi-tasking environment prioritizing tasks and responding positively to unanticipated changes while exhibiting follow through and flexibility under demanding circumstances
- Experience researching, summarizing, and reporting on the needs and risks associated with operationalizing a new service (i.e., development of best practices, policies, and procedures)

### **UNDERWRITER [\(CLICK HERE TO APPLY\)](#)**

*Please Note: This position will be working out of the River Branch, Monday – Friday 8:00AM to 5:00PM.*

This position will evaluate mortgage application to ensure compliance with NOVA, investor, MI, agencies, and other applicable guidelines.

The right candidate will have a minimum of five (5) years of experience and will be able to evaluate mortgage applications to ensure compliance with NOVA, investor, MI, agency, and other applicable guidelines.

The successful candidate will have knowledge of applicable federal, state, and local laws, rules, and regulations in order to ensure compliance. The successful candidate will have knowledge of computer programs such as Microsoft Word, Excel, and Outlook. The right candidate will be able to maintain high level of confidentiality, attention to detail, and have effective oral and written communication skills. The successful candidate will have the ability to work independently and as part of a team.

***Must be a Mortgage DE Underwriter with experience with FHA and VA loans.***

## **Essential Job Duties:**

- Evaluate mortgage loan applications to ensure compliance with NOVA, investors, MI, agency and other applicable guidelines within service standards
- Evaluate Government and Conventional mortgage loan applications
- Respond to questions regarding underwriting issues and concerns
- Resolve issues with sales consultants, and co-workers
- Assure communication among loan officers, processors, escrow/title, sales agents, and other stakeholders are current and effective to avoid delays
- Maintain NOVA quality standards