

POSITION DESCRIPTION

SENIOR ACCOUNT EXECUTIVE, GS-1101-13

SETID	HUD01	JOB CODE	FH1001	DATE	05/21/2014	OPM CERT #			
PAY PLAN	GS	SERIES	1101	GRADE	13	PAY BASIS	Per Annum	FUNC CLASS	NA
WORK TITLE	Senior Account Executive								
SPVY LEVEL	Other	POSITION SENSITIVITY	Non Snstv	LEO POSITION		MEDICAL CHECK REQ.	No	BUS CODE	1120
FLSA	Nonexempt	PATCOB	Exceptn 6	EXECUTIVE DISCLOSURE	No	EMPL/FIN INTEREST	No	FUND SOURCE	Approp Fnd
CYBER SEC CODE	00	DESCR	Not Applicable						
CLASSIFIER									
CLASS STANDARD									
DATE CLASSIFIED	08/05/2013								

MAJOR DUTIES

SENIOR ACCOUNT EXECUTIVE
GS-1101-13
PD# FH1001

INTRODUCTION

This position is located in the Asset Management Division of the Multifamily Hub or Satellite Office, and is supervised by the Branch Chief of the Account Executive Team. The incumbent must possess extensive and detailed practical knowledge of a wide range of policies and procedures for servicing of the FHA multifamily mortgage insurance programs, the Section 202 and 811 Capital Advance programs, and the Section 8 Project Based programs. The incumbent should have knowledge of mortgage loan originations for FHA multifamily mortgage insurance programs. While acting as a representative of HUD and the Multifamily Hub or Satellite Office, the position requires independent action in conducting investigations, making determinations, and recommendations that involve the FHA multifamily program areas.

MAJOR DUTIES AND RESPONSIBILITIES

Understand and evaluate new developments in the market place that could have a potential impact on the business and search for opportunities to enhance business practices to adapt to market changes.

Provide recommendations to management on adjusting the business strategy to adapt to changing market conditions. Provide HUD staff, lenders and other stakeholders with excellent customer service.

Ensure that all policies and procedures are properly observed, all transactions are conducted with authorized personnel, all records and contracts are complete and up to date, and all customer position limits risk tolerances are observed.

Lead team discussions, prepare technical reports for management, represent the Department in discussions with key stakeholders, and provide lender profiles summaries on an *as needed* basis.

Provide guidance, training and leadership to less experienced members of the team.

Responsible for providing recommendations to the Branch Chief for all loan level and deal level credit decision making.

Works with Production staff to provide input on new loan applications including information about market conditions, management agent and owner.

Provide information on the multifamily housing portfolio to various deal stakeholders, as needed. Deliver accurate and timely loan and property level information to the various deal stakeholders

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such as rating agencies, trustees, special servicers, and bondholders.

Monthly monitoring of the Watchlist.

Monitor the portfolio for potential or imminent defaults and proactively communicate relevant pre-default information to the Owner Management Agent and mortgagee. When appropriate, recommend corrective actions and assist the Owner Management agent and mortgagee prepare a corrective plan of action to address the problems.

Monitor and communicate any potential operational risk to senior management.

Review and approve borrower requests related to leases, collateral releases substitutions, letters of credit, changes in property management, reserve holdback releases, loan extensions, interest rate reductions and loan modifications, and other project related requests.

Review loan covenants such as Loan to Value Ratio (LTV), Debt Service Coverage Ratio (DSCR), and Interest Service Coverage Ratio (ISCR) to determine that the risk attached to the mortgage loan does not unexpectedly deteriorate prior to maturity.

The incumbent formulates and issues verbal and written instructions and procedures to the stakeholders including tenants, industry groups, HUD staff, owners and management agents, and provides instructions for non-routine or complex assignments. The incumbent explains published policies, procedures, regulatory and statutory requirements. The incumbent consults with the Office of General Counsel and senior management when needed.

The incumbent is considered a senior staff member who performs duties involving the most complex cases and develops solutions to issues that cannot be assigned to less experienced staff. The incumbent explains work requirements, methods, and procedures, giving special instructions on difficult or different operations, including advice and guidance to less experienced and or lower graded employees within their technical disciplines. The incumbent may be called upon to testify in State or Federal Court on matters within the incumbent's responsibility and sphere of knowledge.

Upon request of the Branch Chief, the incumbent performs technical reviews of work in progress or finished work products of colleagues for accuracy, adequacy, and soundness. The incumbent makes recommendations to the Branch Chief for improvement of work products, particularly where adherence to statutory or regulatory requirements may be questionable. The incumbent assists in resolving complex problems that are not covered by established policies or procedures and recommend solutions that may be precedent setting. The incumbent assists in estimating and reporting to the Branch Chief the expected time of completion of required work assignments.

The incumbent assists in providing on the job training to other Branch employees. This includes providing information on the established policies, procedures, and practices of the multifamily property being discussed as it relates to the work being accomplished. The incumbent identifies and recommends to the Branch Chief other formal and informal training needs.

Serves as the primary point of contact for projects assigned for owner management agent, tenants, Federal, State and local governmental agencies, congressional interests, other external organizations and senior level managers.

Responsible for maintaining a professional relationship with property sponsors, owners, management agents and other related parties and keeping them fully informed of identified issues and concerns, and their resolution, and any impact on the Department, tenants and related parties. Assures that property participants' participation in the project is in accordance with all agreed business agreements. Resolves problems or issues in the most appropriate manner. When necessary, negotiate formal agreements on behalf of the Department.

Manage the transition of a project from Production to Asset Management insuring that all executed ~~agreements are monitored in accordance with established policies and procedures.~~ Responsible for

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monitoring lease-up, reviewing monthly accounting reports and other servicing requirements to insure that the property does not go into default.

Implements new policies, procedures and guidance in the development and oversight of a multifamily property.

Integrates all agency functions including underwriting (planning design review, cost engineering, appraisal, credit evaluation and approval), loan closing, construction, start-up and long term management systems and customer needs of assigned project into a comprehensive procedure within the scope of asset management.

Responsible for maintaining individual project timelines as they relate to the management plan goals. Participates in timeline programming decisions affecting long and short range courses of action for assigned projects.

Provides input to owners management agents on operating budgets established for the assigned of portfolio, as needed.

Oversees the assigned subsidized portfolio: Works with the Performance Based Contract Administrator (PBCA), Traditional Contract Administrator (TCA) and their subcontractor when appropriate to insure compliance with HUD requirements; process all contractually obligated paperwork for HUD-administered contracts including Project Rental Assistance Contracts (PRAC) properties; perform administrative oversight on the TCA and PBCA properties and provide feedback to the Contract Administrator Oversight Monitor (CAOM) regarding any noted performance issues.

Performs Management Reviews on properties in the assigned portfolio.

Review and analyze current and historic financial data; compares previous annual financial statements with recent financial information; review and analyze monthly accounting reports; analyze current operation expenses and project financial data to form the basis of approval or denial of the following actions; rent increases, refinancing, bond refunds, prepayments, modification agreements, interest rate reduction, transfers of physical assets, changes in the corporate charter and by-laws, substitution of mortgagors, reinstatements of mortgages, budgets submitted by cooperative housing projects, and recommendations for foreclosures and other matters presented. Provides supporting documentation and technical arguments as part of negotiations with legal and financial professionals who act on the project owner's behalf. Consults with the Department's Office of General Counsel (OGC) in reviewing and evaluating legal documents to ensure compliance with Departmental and other federal, state, and local regulations, requirements, statutes, and policies.

Analyzes all financial statements and project operations to determine current financial and physical strengths and weaknesses, and to identify unauthorized expenditures of funds, adequacy of reserves, and insufficient working capital and cash flow. Initiates and follows through on enforcement actions. When necessary, refer projects to the Departmental Enforcement Center for enforcement.

Works with sponsors, owners, management agents, and communities to assist in facilitating the development of Neighborhood Networks community learning centers and providing support for such tenant initiatives as crime control, clean-up days, day care availability, etc. Provides technical assistance to resident organizations, owners, management agents, for initiating and implementing resident involvement in the management and or purchase of HUD-Owned, HUD-Held, and Insured Multifamily Housing. Provide support for Service Coordinator program for properties in the assigned portfolio.

FACTOR 1--KNOWLEDGE REQUIRED BY THE POSITION: 1550 points

~~Knowledge of and extensive experience in commercial real estate specializing in multifamily~~

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housing.

Knowledge of underwriting multifamily mortgage loans

Aggregate portfolio management experience.

Knowledge and experience in federal multifamily housing insurance programs, federal housing assistance programs, and other affordable housing programs.

Strong oral and written communication skills.

Ability to perform financial analysis on a multifamily property.

Ability to work with troubled multifamily assets.

Comprehensive knowledge of pertinent laws, regulations, and policies related to Federal Housing assistance programs, HUD's statutes, and mortgage servicing policies and procedures relating to various multifamily program areas.

Ability to work independently in making determinations and recommendations to the Branch Chief to resolve physical, financial, and ownership problems that cause problems at multifamily properties.

Knowledge of Multifamily subsidy programs such as Section 8, PRAC, RAP, R S

FACTOR 2 - SUPERVISORY CONTROLS: 450 Points

Incumbent is under the direct supervision of the Chief of the Account Executive Branch of the Asset Management Division. The incumbent is expected to work independently in carrying out the assigned duties within office and branch policy, with completeness and accuracy. Controversial questions, highly sensitive matters and issues requiring a higher level of servicing and oversight are referred to the Chief. The incumbent's work is not normally reviewed in process, but is reviewed upon completion in terms of HUD policy, handbooks, and organizational goals and objectives. Assignments may be received on an individual basis or as routine daily work assignments.

FACTOR 3 - GUIDELINES: 450 Points

Standard reference books, HUD manuals, dictionaries, HUD releases and guidelines are available as needed for reference purposes. In order to accomplish the desired results, the incumbent is expected to consult and apply these references as well other existing policies, precedents, and practices which may not be completely applicable and specific to the work and deal with matters relating to judgment, efficiency and relative priorities rather than with procedural concerns. The incumbent will interpret, refine, and implement these guidelines for the improvement of effectiveness within the agency.

FACTOR 4 - COMPLEXITY: 325 Points

The incumbent applies practical knowledge of HUD multifamily housing programs and procedures to analyze, make sound decisions, and resolve issues within the assigned multifamily portfolio. The incumbent must apply knowledge, reason, and logic commensurate with the complexity of the assigned portfolio to arrive at reasonable, practicable and sound decisions that results in meeting the agency's goals and providing valuable resources to program recipients. The incumbent must use sound judgment when making decisions that impact the Department. The incumbent recommends new and innovative approaches to compile issues and suggests changes to management and program officials. Incumbent must be able to work effectively with all levels of the office staff in order to promote harmonious cooperation.

FACTOR 5 - SCOPE AND EFFECT: 225 Points

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The responsibilities assigned to this position are for the purpose of developing and managing the HUD multifamily housing portfolio. The position serves as the principal focal point for HUD clients in the development and management of HUD's multifamily housing programs. The incumbent informs the public of HUD's multifamily housing programs and provides assistance for these programs. Services and recommendations emitting from this position are comprehensive because of their effect on clients. Recommendations for approval or disapproval of an application, the restriction or termination of projects, legal actions, and the overall success or failure of the Department's objectives are involved.

FACTOR 6 - PERSONAL CONTACTS: 180 Total Points

Personal contacts include visitors from other offices within the Department of Housing and Urban Development, representatives of Public Housing Authorities, city governing bodies, legal aid, sponsors, mortgagees, community groups, and professional groups. The incumbent has extensive working relationships with people doing business with the Department such as sponsors, contractors, architects, mortgagees, residents, and local governmental officials, and must use a high degree of tact in his her contacts and professional judgment.

FACTOR 7 - PURPOSE OF CONTACTS: Combined with Factor 6

Contacts are with managers to advise and influence on recommendations to multifamily housing programs and policies; to provide technical assistance, and exchange information. The incumbent must resolve differences and overcome resistance from individuals or community groups regarding the way that policies are being interpreted or applied, or regarding the incumbent's decisions recommendations. The incumbent enhances Department public relations; gives and obtains information; sets up meetings or arranges travel; and coordinates and ensures the release of correspondence and reports within required deadlines.

FACTOR 8 - PHYSICAL DEMANDS: 5 Points

This position places no physical demands on the employee. The work includes some walking, standing, bending and carrying of light items such as paper and books.

FACTOR 9: 5 Points

Work is typically performed in an adequately lighted and climate controlled office. May require occasional travel.

Total Points: 3190

JOB COMPETENCIES (The full range of competencies for the occupational series is provided for information and development purposes; not every competency displayed is required at the individual position level.)

EVALUATION STATEMENT