

CURRENT EMPLOYMENT OPPORTUNITIES AT NOVA HOME LOANS

Last Update: May 21st, 2019

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 to hr@novahomeloans.com.

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

NOVA Home Loans is an Equal Opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, veteran status or other characteristics protected by law. NOVA Home Loans is a background screening, credit check and E-Verify workplace.

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>Gilbert Forum 1528 East Williams Field Road Gilbert, AZ 85295</p> <p><i>No Open Positions At This Time</i></p>	<p>Phoenix 3900 East Camelback Road Phoenix, AZ 85018</p> <p><i>No Open Positions At This Time</i></p>
<p>Scottsdale 8800 East Raintree Drive Scottsdale, AZ 85260</p> <p>Branch Loan Coordinator Branch Processing Manager Expeditor Processor</p>	<p>Spectrum 6720 North Scottsdale Road Scottsdale, AZ 85253</p>	

ARIZONA – Tucson / Southern Arizona

<p>Corporate 6245 East Broadway Boulevard Tucson, AZ 85711</p> <p>Application Configuration Assistant Automation Engineer Expeditor Fulfillment Center Assistant Government Insuring Coordinator Network Support Specialist Project Manager Scanner VP of Marketing</p>	<p>Green Valley 210 West Continental Road Green Valley, AZ 85622</p> <p><i>No Open Positions At This Time</i></p>	<p>Kingman 2201 Stockton Hill Road, Suite A Kingman, AZ 86401</p> <p><i>No Open Positions At This Time</i></p>
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<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 8571</p> <p>Assistant Processor Loan Service Specialist</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>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 W Sunset Road Las Vegas, NV 89113</p> <p><i>No Open Positions At This Time</i></p>
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COLORADO

<p>Cherry Creek 50 South Steele Street Denver, Colorado 80209</p> <p>Expeditor</p>	<p>Colorado Springs 1125 Kelly Johnson Boulevard Colorado Springs, CO 80920</p> <p>Branch Manager</p>	<p>Denver Tech Center 8055 East Tufts Avenue Denver, CO 80237</p> <p>Assistant Processor</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.

APPLICATION CONFIGURATION ASSISTANT [\(Click Here To Apply\)](#)

First Escalation point for Production application systems support team. Responsible for assisting in set-up, maintenance and operation of NOVA’s Production application systems. Responsible for helping to coordinate technology-related projects and project activities related to the Production application systems functionality and enhancements. Secondary liaison between Nova and Production software vendor and engineers. Works with various departments and the IT staff to enhance workflow and efficiencies by leveraging the Production application systems technology. Responsible for keeping operations documentation for Production application systems current and ensure compliance with all IT policies. Assists Application Configuration Lead with overseeing all projects related to the Production application systems as assigned. Documents all upgrades and changes to the Production application systems as assigned.

Minimum Qualifications:

- High School Diploma or GED, and
- A minimum of three (3) years recent experience working in Production application systems.
- Proficiency with computers required and Microsoft Suite including Excel.

Examples of Duties:

- First escalation point for Support specialist for all issues related to Production application systems.
- Prioritizes issues and makes sure they are resolved in a timely manner.
- Troubleshoots technical issues; assist with identifying and implementing modifications needed in existing applications to correct technical issues found.
- Escalates issues to Vendor liaison when necessary.
- Coordinate with internal IT and external vendors for updates and changes.
- Assists Application Configuration Lead with support of all Production application systems management including user setup, roles, security, upgrades, and change requests.
- Assist network and server administrators with application installation and testing when needed.
- Provides information to team members and department heads regarding scheduled upgrades, system status, and operability.
- Serve as a liaison and facilitator between all business units to assist in addressing and resolving issues.
- Assists Application Configuration Lead with preliminary investigation for all Production application systems project requests.
- Assists Application Configuration Lead with documentation of all changes made to the Production application system.

Knowledge, Skills, and Abilities:

- Ability to work on multiple concurrent projects and adapt to rapidly changing priorities.
- Knowledge and employment experience supporting Production application systems.
- Customer (internal users) service orientation and ability to effectively and patiently communicate with a variety of non-technical users.
- Strong analytical and problem solving skills.
- Excellent verbal and written communications skills.
- Strong organizational skills.
- Knowledge of mortgage and/or financials industry preferred, not required.
- Solid analytical skills with a process orientation.

ASSISTANT PROCESSOR [\(Click Here To Apply\)](#)

The incumbent works with Processors and Loan Officers to prepare loan application for processing, and collects and reviews required documentation.

Minimum Qualifications:

- Requires a High School Diploma or GED
- A minimum of one (1) year of recent experience processing loans is preferred, not required.
- Previous experience in a field requiring customer service preferred.

Essential Job Functions:

- Stacks and prepares loan package for submission to Processor within 48 hours from time received.
- Verifies the initial disclosures are in compliance and resends any missing or unsigned disclosures to client.
- Uses FHA and VA websites and ordering case numbers, obtains CAIVRS and certifications of eligibility, checks LDP and GSA lists, etc.
- Orders additional documentation required such as appraisals, prelim, credit supplements, fraud reports, homeowners insurance, tax transcripts and verifications of employment (VOEs), VOMs, VODs, and VORs, etc., as needed.
- Follows up to ensure that all required documentation is received.
- Contacts clients, if needed
- Takes direction from and assists Processor to ensure that closing deadlines are met in a timely manner.

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.

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

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.

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

BRANCH MANAGER [\(Click Here To Apply\)](#)

NOVA® Home Loans is consistently ranked among the Top 50 Mortgage Lenders in the United States, is home to some of the highest rank producing Loan Officers in the country, and is one of the Best Places to Work in the Southwest. A full service mortgage bank that has served the lending needs of its customers for more than 35 years, NOVA Home Loans has branches in AZ, CO, NV and CA and can originate loans in 13 states.

NOVA® is seeking a Branch Manager to manage NOVA® Home Loans in our Highland Ranch Branch in Colorado. The ideal candidate must have a Loan Originator's License, recent branch manager experience, and ability to grow and develop personnel through recruiting dynamic personnel to be a part of the NOVA team.

The Branch Manager is responsible for all aspects of Branch operations. Oversees the origination, operations and administrative functions of the branch. Effectively directs the work activities of all employees to ensure, compliance, quality, service and maximization of profitability.

Minimum Qualifications:

- Bachelor's Degree in Business or related field;
- At least five (5) years of experience in sales, preferably in the mortgage industry, with at least five years of progressive management experience; or
- A combination of experience and education.

Supervisory Responsibilities:

- This position directly supervises all Loan Officers within Branch, in addition to other branch staff members.
- In conjunction with Human Resources, Regional Management, and NOVA's Executive Team, actively participates in making personnel decisions regarding staff, including hiring, firing, advancement, discipline, promotion or any other change of status of other employees.

Examples of Duties:

- Manage all aspects of Branch's operation, including production, operations and administration; including multiple sales and processing teams.
- Hires, builds and develops high performance teams and individuals; responsible for determining increasing or decreasing of staff as production needs fluctuate using NOVA's Branch and LO Team Staffing Models and Our Playbook as a guide
- Responsible for successful integration of experienced and new loan officers, processors, and administrative team members, on an on-going basis.
- Continuously improve Branch staff effectiveness through leadership, including coaching and counseling, feedback, and reinforcement; interview and recruit new staff as needed.
- Develop personnel through recruiting, interviewing, hiring, training, performance reviews, and leadership.
- Provide guidance to Loan Officers, Operations Staff and Administrative Staff to resolve problems and utilize resources.
- Oversee customer service and quality standards at assigned branch; responsible for meeting or exceeding standards.
- Ensure effective mediation of customer complaints and related issues, which includes talking to borrowers and department heads at the Corporate office.
- Ensure adherence to Mortgage Lending practices, policies and procedures.
- Review fiscal data and Branch metrics; makes suggestions and implements changes within the Branch to improve profitability.
- Communicates and adheres to company policies and procedures. Ensures that Our Playbook, policies, procedures, guidelines, rules and regulations are adhered to by all staff.
- Implements and supports NOVA's proprietary development/coaching programs throughout the region.
- Responsible for successful roll out of new policies, procedures and company initiatives.
- Participates in meetings with Regional and Executive Management, as needed.
- Addresses issues with regard to production promptly and effectively with Loan Officers and other Branch employees.
- Works with Regional Management, Human Resources and the Training department to ensure the staffing of well trained, competent employees, capable of achieving growth and profit goals.
- Oversees and participates in terminations of Branch personnel to ensure company procedures and policies are followed in all personnel matters.
- Supports and communicates company's goals and policy changes on a regular basis.
- Other duties as required.

Knowledge, Skills and Abilities:

- Thorough knowledge of financial sales preferably in the mortgage industry. Strong knowledge of FHA/VA/FNMA/FHLMC guidelines including DU, LP and GUS.
- Demonstrated ability to manage and lead others
- Ability to manage client relationships effectively
- Ability to manage investor relationships effectively
- Ability to work under deadlines with minimal supervision
- Excellent communication skills, verbal and written
- Effective computer skills such as keyboarding, knowledge of MS Office, Word, Excel and Outlook
- Knowledge of automated LOS and underwriting systems
- Ability to work a flexible schedule

BRANCH PROCESSING MANAGER [\(Click Here To Apply\)](#)

This position provides direct supervision to assigned Processing staff; oversees the branch loan processing function, providing direction, training, support and backup to all branch processing personnel, as needed.

Minimum Qualifications:

- Minimum of five (5) years of recent processing experience
- Minimum of two (2) years progressive management/supervisory experience
- Bachelor's Degree in Business or certificate in related field is preferred, not required.
- A combination of experience and education will be considered.
- Bi-Lingual – Spanish is highly desired.

Essential Job Functions:

- Manage the recruiting, hiring, training, performance management and development of all direct reports.
- Conduct weekly meetings with processing staff to train, update, communicate procedural changes and share pertinent information; attend managers' meetings; attend other meetings, as needed.
- Answer questions from processors and loan officers; provide assistance and guidance.
- Review files submitted to processing from loan officers as needed to ensure approvable loans are being turned in and the loan officer is completing all required items, using DIRFT Sheets. Provide feedback to Branch Manager and Director of Processing, as needed.
- Review all files with PTD/PTF conditions prior to submitting required documentation to underwriting/closing, to ensure information provided is sufficient. Provide feedback to processing staff regarding any deficiency.
- Assign and maintain Loan Officer/Processor/Assistant Processor teams; monitor staff volume and adjust for workload distribution, as necessary. Monitor and maintain established service levels requirements; adjust processes and procedures with approval of Director of Processing, when needed.
- Prepare and analyze processing reports, submitting to management, as necessary; ensure that employee goals are met as they relate to defects. Manage, coach and provide regular feedback to staff.
- Effectively communicate any Company policy or process changes to staff. Provide timely training of relevant policy, procedural and guideline changes to staff.
- Review and approve attendance submissions for direct reports; work with Payroll department to ensure proper time keeping records for all staff.
- Maintain open communication with Director of Processing and Branch Manager to effectively inform of occurrences within your department.
- When necessary, process loan files to meet established service level requirements. Not to exceed 12 loans per month, unless approved by Director of Processing.

Knowledge, Skills, and Abilities:

- Knowledge of FHA, VA and Conventional loan guidelines, automated underwriting systems and computer systems used to submit and track loans electronically
- Knowledge of applicable federal, state, and local laws, rules, and regulations in order to ensure compliance
- Able to maintain high level of confidentiality
- Must have excellent attention to detail and problem solving skills
- Knowledge of computer programs such as Microsoft Word, Excel, and Outlook
- Effective oral and written communication skills; ability to work with and motivate others
- Ability to work independently and as part of a team

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.

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.

LOAN SERVICING SPECIALIST [\(Click Here To Apply\)](#)

This position will be responsible for all aspects of interim loan servicing. The loan servicing specialist will be responsible for all borrower related issues and escrow accounts, escrow analysis and reporting, distributing funds as needed, and communications with borrowers, investors, other company departments and outside vendors regarding such issues.

Minimum Qualifications:

- Must have a high school diploma or GED
- Prior interim servicing or loan level accounting experience preferred, not required

Examples of Duties:

- Responsible for providing prompt and accurate responses to both internal and external customer mortgage servicing questions, inquiries and concerns, received by telephone and email.
- Prepare all requested documentation and board the loan to the sub servicer.

- Responding to all inquiries relating to loan payments, interest paid and other general payment questions.
- Follow-up on all outstanding loan servicing issues in a timely manner, either by phone, email or in writing.
- Review delinquent accounts, collect overdue payments and document borrower collection efforts.
- Follow company collection policies, including submitting overdue account to outside collections agency when required.
- Produce monthly billing statement using the interim loan servicing module in the accounting system, review all statements for accuracy and mail statements to borrowers.
- Produce pay-off and/or payment history when requested by borrowers or employees.
- Collect all loan service related payments, including monthly mortgage payments, title checks and other miscellaneous deposits. Endorse pass-through checks and send to investors. Research and make sure any principal reduction is correct.
- Manage escrow requirements on loans held for investment (LHFI) and real estate owned, making sure that the company is not exposed to potential risk as a result of delinquent taxes and/or insurance.
- Maintain accurate escrow information on all loans serviced, including LHFI and loans held for sale (LHFS) during the interim servicing period.
- Provide payoff statements and issue monthly statements to borrowers on loans serviced internally both for LHFI and LHFS.
- Research and make payments for property taxes, mortgage insurance and home owners insurance when required. Update borrowers' accounts accordingly.
- Complete, review and reconcile purchase advises daily, including contacting investors for discrepancies discovered, reviewing transfer letters and loss-payee letters.
- Participate in producing annual 1098 forms and reviewing/distributions of such.

Knowledge, Skills, and Abilities:

- Proficiency in MS Excel and MS Word.
- Experience in mortgage accounting software.
- Ability to interact professionally with borrowers, internal departments and branches, vendors, investors and other stakeholders.
- Ability to work independently and responsibly with little supervision and instruction, but also work well in a team-oriented environment.
- Good verbal communication skills.
- Ability to handle conflict.
- Ability to adapt to a changing environment.

NETWORK SUPPORT SPECIALIST [\(Click Here To Apply\)](#)

A network engineer/administrator that will evaluate and ensure maximum performance and availability is provided from every aspect of the network. Design, install, maintain, and support corporate and production environments, maintaining thorough documentation, within a secure environment.

Minimum Qualifications:

- 3+ years of hands on experience configuring implementing and administrating network devices
- High School Diploma or GED
- Thorough knowledge of TCP/IP, routing, switching, and firewalls
- Thorough knowledge of Microsoft Windows and Active Directory
- Familiarity with cloud computing principles preferred (Azure/AWS).

Examples of Duties:

- Evaluate networking technologies, software, systems, and services to develop technical solutions
- Configure install, maintain network services, equipment and devices
- Document and communicate all network changes
- Troubleshoot connectivity issues, analyze, debug and diagnose packets captures and logs
- Maintain backup systems.
- Maintain department Network & Server documentation

- Create end-user documentation and walk-throughs.
- Act as escalation point for help desk network issues.
- Maintain and monitor anti-virus utilities.
- Monitor network devices through alerting systems
- Other duties as assigned

Knowledge, Skills, and Abilities:

- Excellent organization skills required.
- Ability to adapt in a fast paced environment and manage multiple ongoing projects with competing deadlines.
- Ability and desire to learn new skills quickly
- Ability to maintain confidentiality with sensitive customer and internal information

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 MANAGER ([Click Here To Apply](#))

The successful candidate will be responsible for the overall resource and task coordination/management for internal projects. Assigns tasks and optimizes schedules for the teams to meet agreed upon deadlines. Monitors and reports the progress of projects within the managed portfolio. Acts as the primary point of contact for project-related communications for stakeholders at every level, internal and external.

Minimum Qualifications:

- Bachelor's Degree in Computer Science/Information Technology, Finance, other Business-related degree and/or equivalent work experience.
- A minimum of three (3) to seven (7) years' of experience in project management.
- Proficiency with Microsoft Suite including Excel, Visio, PowerPoint, and MS Project is required.
- Experience with process improvement methodologies and change management techniques.
- Project Management Professional (PMP) certification, Capability Maturity Model Integration (CMMI) certification or equivalent knowledge and experience is preferred, not required.

Examples of Duties:

- Manages a portfolio of projects of varying size and complexity with limited management oversight.
- Responsible for the scheduling of detailed project tasks regarding available resources, business partner schedule and third party vendors.
- Works with stakeholders to define and accept the project statement of work, objectives, goals and timelines.
- Responsible for project tracking and reporting to ensure that the project timeline is followed and progress is communicated.
- Monitors the availability of resources across multiple projects and escalates where necessary to maintain project schedule and timeliness of deliverables.
- Conducts preliminary investigation for all project requests. Conducts interviews and performs analysis including collecting and analyzing metrics to create business cases for BPM and IT projects. Makes recommendations for system enhancements and assists in project prioritization.
- Manages changes to the project scope and project schedule, ensuring all changes are tracked and accounted for in scheduling.
- Acts as the point of contact for business partners and internal teams to ensure clear communications and maintains positive working relationships.
- Leads and provides project status communications regularly; to include project pipeline, issues, etc.
- Inspects documentation and checklists to ensure all project work products are complete, all deliverables are met and project is properly documented to meet internal quality standards.
- Takes a leading role in creation and maintenance of the PM toolkit items.
- Takes a leading role in development of PM standards and best practices.
- Other duties as assigned.

Knowledge, Skills, and Abilities:

- Must possess solid organizational and analytical skills with a process orientation.
- Requires facilitation, leadership, and negotiation skills.
- Excellent verbal and written communications skills.
- Solid analytical skills with a process orientation.
- Ability to adapt to rapidly changing priorities.
- Must be able to communicate and interact with multiple stakeholders throughout the organization.

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.

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.

VP MARKETING [\(Click Here To Apply\)](#)

NOVA® Home Loans is consistently ranked among the Top 50 Mortgage Lenders in the United States and as one of the Best Places to Work in the Southwest. A full service mortgage bank that has served the lending needs of its customers for more than 34 years. NOVA Home Loans has branches in Arizona, Colorado and Nevada and can originate loans in 13 states. NOVA offers stimulating work in a fast-paced, customer-oriented, compliance-focused work-environment. NOVA also offers a competitive benefits portfolio.

The Vice President of Marketing is responsible for the development and execution of the organization's strategic marketing plan, including traditional marketing, digital marketing and public relations. The Vice President of Marketing is responsible for the development, integration, and implementation of a broad range of marketing and public relations activities relative to the strategic direction and positioning of the corporation. This role plays an integral role in setting the company's strategic direction and supporting future growth.

Minimum Qualifications:

- Bachelor's degree in Marketing, or more than five (5) years of relevant work experience
- Five (5) years managing a team of marketing professionals.
- Banking industry experience preferred

Examples of Duties:

- Leads strategic planning to achieve business goals by identifying and prioritizing marketing, growth and communications initiatives and setting timetables for the evaluation, development, and deployment of information.
- Hires, builds and develops high performance teams and individuals; responsible for determining increasing or decreasing of staff as needs fluctuate. Provide hands-on experience in addition to leading and directing others.
- Responsible for directing the development of companywide marketing standards, best practices and compliance as it relates to the FTC, CFPB, SAFE Act, Mortgage Acts and Practices Advertising Rule (Regulation N) and various other mortgage related regulations.
- Chief accountability for successful compliance and positive results of third-party reviews and audits.
- Acts as a good steward of company's resources and ensures control of departmental budgets. Works with Chief Financial Officer to develop annual marketing budgets.
- Build positive relationships with individuals at all levels of the organization, as well as, client-facing customers and vendors in a professional manner.
 - Communicate effectively to staff key objectives and tactics necessary to achieve organizational goals.

- Work effectively with department leaders and stakeholders, collaborating on projects.
- Work closely with product, sales and technology leadership to ensure that programs and messaging are thoughtful, thorough and effective.
- Ensures proper support, service and marketing guidance to sales force and production leaders.
- Ensures problems are resolved in a timely and cost-effective manner.
- Prioritizes and pursues media opportunities, prepares talking points, speeches, presentations and other supporting materials, as needed.
- Selects, implements, and continuously improves a portfolio of marketing tools to ensure data capture, quality, and accurate reporting.
- Owns top of the funnel metrics and drive consistent growth in sales qualified leads.
- Oversees and directs market research, competitor analyses in order to ensure a competitive advantage in the market.
- Responsible for successful roll out of new marketing policies, procedures and company initiatives.
- Develops and directs the preparation of periodic reports necessary for effective management of the department and as needed by the management team.

Knowledge, Skills, and Abilities:

- Demonstrated interpersonal skills to establish and maintain good working relationships.
- Demonstrated ability to manage and lead others including ability to motivate teams and simultaneously manage several projects.
- Possesses strong problem solving skills and the ability to work under deadlines.
- Strong presentation and writing skills.
- Must be a driven, solutions-oriented professional that is not only an analytical and decisive decision maker, but also a creative individual who possesses a “big picture” perspective and is well versed in strategic planning and execution.
- Knowledge of effective marketing strategies that can be measured and meet the organizational goals.
- Use of independent judgment, tact, diplomacy, flexibility, professionalism and discretion desirable.
- Must be detail-oriented and task driven
- Must be highly self-motivated, being able to work as part of a team and independently