



The Virgin Islands Housing Finance Authority is seeking qualified applicants for the following position for the:

DIRECTOR OF COLLECTIONS & SERVICING

The Director of Collections and Servicing is responsible for balancing monies, statements, and reports. This is a Territorial position.

Essential Function

- ⇒ Responsible for the day-to-day supervision of staff assigned. Provides training, assigns, and monitors work and determines vacation schedules.
- ⇒ Provides support for all collections functions of the Authority and participates in the preparation of the yearly budget.
- ⇒ Prepares various detailed and complex monthly and annual financial reports and spreadsheets.
- ⇒ Prepares and submits reports, often extensive and long term, as required by the Chief Financial Officer (CFO) and Accounting procedures.
- ⇒ Responsible for daily balancing and collections activities and providing backup support for daily balancing of funds collected.
- ⇒ Responsible for preparing annual escrow analysis for mortgages.
- ⇒ Responsible for reporting to the credit bureau monthly and E-Oscar disputes.
- ⇒ Responsible for monthly report(s) to USDA.
- ⇒ Uses highest authorization to perform corrections to all restricted files including reversal of record transactions; correcting errors, researching problems, and correcting information on computer records, and disburses credits when applicable.
- ⇒ Assists the CFO in making decision to hire, promote or release employees and resolving confidential personnel issues according to Authority rules and regulations.
- ⇒ Provides information regarding department policies, procedures, and general information to Authority employees and to the public.
- ⇒ Communicates with other Divisions to complete joint reports and projects.
- ⇒ Attends various meetings on behalf of the Authority, including small claims court and foreclosure hearings.
- ⇒ Resolves customer concerns and disputes for payments and non-payments.
- ⇒ Corresponds through mail or telephone with persons regarding their delinquent accounts.
- ⇒ Prepares correspondence and reports.

Education, Experience and Skills Required

- ⇒ Education: Bachelor's degree from an accredited college or university in Business Administration, Accounting, Finance, or related field required.
- ⇒ Experience: Minimum of five (5) years' experience in collections; Equivalent combination of education and experience
- ⇒ Knowledge, Skills and Abilities: Excellent communication skills - oral, written and listening; Strong problem-solving analytical skills; Ability to take initiative, work independently, and utilize creative skills to resolve issues; Computer literate to include Microsoft Word, Excel and Outlook; Ability to be flexible and work under pressure; Ability to work harmoniously with other agency personnel; Ability to maintain confidentiality in all assignments; Ability to analyze data and perform multiple tasks; Exhibits a participatory management style with focus on team building; Experience with Loan Base Mortgage and SAP Business One Software; Valid Virgin Islands Driver's License.

SALARY: \$70,720 – 85,280 per annum depending upon qualifications.

APPLICATION INSTRUCTIONS AND PROCEDURES:

Interested applicants must submit an application, cover letter, and resume/vitae. **During the Stay-at-Home period, application packages will only be accepted electronically at hr@vihfa.gov.** Signed original documents will be accepted at our Office at a later date. Employment applications can be downloaded from our website at www.vihfa.gov.

Deadline for submittal of the application package is Friday, October 28, 2022; however, this position will remain open until filled. Incomplete application packages will not be considered. Selected candidates will be contacted for interview.

The Virgin Islands Housing Finance Authority is an Equal Opportunity Employer