

Provide part-time administrative support to HDF Residential Lending staff in its Stamford office. Duties include general clerical, loan documentation and project based work. Project a professional company image through in-person and phone interaction.

## **PRIMARY RESPONSIBILITIES**

1. Answer telephones and transfer to appropriate staff member.
2. Meet and greet clients and visitors.
3. Perform general clerical duties to include but not limited to: photocopying, faxing, mailing, and filing. Specific Lending file creation and preparation duties will be explained by the staff.
4. Set up new hard copies in client mortgage folders.
5. Follow up with HDF partners including referring counseling agencies, banks and attorneys to collect and/or distribute information and documentation necessary to underwrite and close loan files.
6. Support staff in assigned project based work.
7. Other duties as assigned.

## **KNOWLEDGE AND SKILL REQUIREMENTS**

1. Basic reading, writing, and arithmetic skills required. This is normally acquired through a high school diploma or equivalent, although college is a definite plus.
2. Knowledge of banking and legal procedures associated with residential loan underwriting and loan closings.
3. Knowledge of Microsoft Office and telephone protocol. Duties require professional verbal and written communication skills. This is normally acquired through one to three years of clerical experience.

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