



U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT
WASHINGTON, DC 20410-8000

OFFICE OF HOUSING

JUL 14 2004

MEMORANDUM FOR: Carolyn Federoff, President, National Council of HUD Locals 222

THROUGH: Priscilla Lewis, Chief, Labor Relations Branch, ARHLL

FROM: Joe McCloskey, Acting Deputy Assistant Secretary for Single Family Housing, HU

SUBJECT: Reassignment of Customer Service Employees

In accordance with Article 5, Section 5.02 of the HUD/AFGE Agreement, this memorandum serves as notification to the union regarding the reassignment of bargaining unit employees assigned to the Office of Housing, Deputy Assistant Secretary (DAS) for Single Family Housing, Single Family Homeownership Centers (HOC), Operations and Customer Service Divisions. The majority of employees will be reassigned to other divisions within the HOCs; however, some will remain in the Operations and Customer Service Division but assigned to other duties. All outstationed employees will remain within the same field office. These reassignments are being effected due to the establishment of a contracted Client Management Center (CMC).

Background

HUD's 2020 Reform Plan resulted in the establishment of four Single Family Homeownership Center's from the previous 81 Single Family offices. Customer Service Centers were established to address the overflow of telephone calls into the HOCs. Within a few years of operation, GAO noted morale issues of employees assigned to the Customer Service Centers whose primary tasks are to answer the phones. In a report entitled *Single Family Housing: Better Strategic Human Capital Management Needed at HUD's Homeownership Centers*, GAO commented that limiting office staff to a single activity when they are trained to perform multiple functions can adversely affect their morale and hinder the Homeownership Centers' operations. In another report, *Single Family Housing: Current Information Systems Do Not Fully Support the Business Processes at HUD's Homeownership Centers*, GAO recommended that FHA "implement telephone systems that tract the data, such as peak usage periods, that the Centers need to manage their customer service workload."

To address GAO's findings, the Office of the DAS for Single Family Housing has developed plans to contract out its telephone answering services and assign outstationed customer service employees into mainline HOC operations more suited to their work experience and skills. The contract is scheduled for award the latter part of July 2004. The CMC will begin operating approximately mid-November with a pilot in the Philadelphia HOC. The pilot is scheduled for a 90-day time period. During the pilot, the CMC will handle phone calls formerly answered by customer service employees, and will also respond to emails and faxes. Following the pilot phase, the telephone services for each of the remaining HOCs will be incorporated into the CMC at 30-day

intervals:

- Atlanta mid-February 2005;
- Denver mid-March 2005; and
- Santa Ana mid-April 2005.

The reassignment of employees assigned to the customer service operation will occur simultaneously with the incorporation of each HOC's telephone service into the CMC. Below is the Article 5 information regarding mid-term changes.

- a) See Attachment A for name, grade, title, and position of affected bargaining unit employees.
- b) There is no impact on upward mobility or career ladder positions.
- c) See Attachment A for employees who will have a different first or second line supervisor as a result of the reorganization.
- d) There is no impact on employee's performance ratings.
- e) See Attachment B for copies of position descriptions.
- f) Employees will not be detailed.
- g) No new positions will be created.
- h) No employees will be separated or downgraded.
- i) See Attachment A for names of the three (3) employees in the Atlanta HOC who will move to a different floor.
- j) See Attachment C for before and after organization charts.

You may wish to have bargaining occur at the local level since the reassignments and implementation of the CMC will occur locally in four (4) geographical locations. Please submit any bargaining proposals to Deborah Swann within 10 calendar days after receipt of this memorandum.

If you have any questions regarding this matter, please contact Ms. Swann at (202) 708-1492.

Attachments

Edward Eitches, Chairperson, Headquarters
Perry Casper, Portland, Oregon
James Lee, Richmond, Virginia
Marinella Murillo, San Antonio, Texas
Lisa Lowery, Knoxville, Tennessee
Sherry Norton, Jackson, Florida

HG 0530

POSITION DESCRIPTION
COVER SHEET

REASON FOR THIS POSITION		1. IDENTICAL ADDITION TO THE ESTABLISHED POSITION NUMBER	2. REPLACES PD NUMBER
<input checked="" type="checkbox"/> NEW			

3. RECOMMENDED

4. SINGLE FAMILY HOUSING SPECIALISTS

5. PAY PLAN: GS

6. SERIES: 1101

7. INCUMBENT (Last Name): *Michael, Cyndi*

8. OFFICIAL TITLE: Single Family Housing Specialist

11. PP	12. SERIES	13. PUNC	14. GRADE	15. DATE	16. I/A	17. CLASSIFIER
GS	1101		12	08 25 94	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Virgil W. Jackson

9. ORGANIZATIONAL STRUCTURE (Agency/Bureau)

1st: Department of Housing and Urban Development	5th
2nd: Assistant Secretary for Housing	6th
3rd: Deputy Assistant Secretary for Single Family Housing	7th
4th: Single Family Division	8th

10. SUPERVISOR'S CERTIFICATION

I certify that this is an accurate statement of the major duties and responsibilities of the position and its organizational relationships and that the position is necessary to carry out Government functions for which I am responsible. This certification is made with the knowledge that this information is to be used for statutory purposes relative to appointment and payment of public funds and that false or misleading statements may constitute violations of such statute or their implementing regulations.

19. SUPERVISOR'S SIGNATURE: <i>Jack Brady</i>	20. DATE: 6/23/94	22. SECOND LEVEL SUPERVISOR'S SIGNATURE	23. DATE
21. SUPERVISOR'S NAME AND TITLE: Jack Brady, Acting Deputy Assistant Secretary for Single Family Housing		24. SECOND LEVEL SUPERVISOR'S NAME AND TITLE	

11. FACTOR EVALUATION SYSTEM

FACTOR	25. FLD/EMK	26. POINTS	FACTOR	25. FLD/EMK	26. POINTS	
1. Knowledge Required			6. Personal Contacts			
2. Supervisory Controls			7. Purpose of Contacts			
3. Guidelines			8. Physical Demands			
4. Complexity			9. Work Environment			
5. Scope and Effect			27. TOTAL POINTS >		27.	
					28. GRADE >	28.

12. CLASSIFICATION CERTIFICATION

I certify that this position has been classified as required by Title 5, US Code, in conformance with standards published by the OPM or, if no published standard is directly, consistently with the most applicable published standards.

29. SIGNATURE: <i>Virgil W. Jackson</i>	30. DATE: August 26, 1994
31. NAME AND TITLE: Virgil W. Jackson, Personnel Classification Work Group	

32. REMARKS

33. OPM CERTIFICATION NUMBER

OPM/PCs, Construction analyst Series, GS -828, dated December 1965, Loan Management Series GS-1165, dated June 1966, Appraising Series, GS-1171, dated November 1992; AAGEG dated Aug's

MASTER RECORD/INDIVIDUAL POSITION DATA
THIS SIDE TO BE COMPLETED BY THE CLASSIFIER

KEY DATA		1. FUNCTION (1)	2. DEPT. CD (2)	3. ACCTY. SER. (3)	4. HR. NO. (8)	5. GRADE (1)	6. P. NO. (2)
4. A/CID NR		HU 83	4408	HG0530 HU 7385	12		

B. MASTER RECORD							
1. PAY PLAN (2)	2. OCC SER (4)	3. OCC FUND CD (2)	4. OFF TITLE CD (5)	5. OFF. TITLE (38)			
GS	1101	-	9999	Singel Family Housing Specialist			
6. HO FLD CD (1)	7. SUP. CD (1)	8. CLASS STD. CD (1)		9. INTERD'S CD (1)		10. DT. EMP. SER. (6)	
2	8	X = New Std. Applied Blank = NA		N		MO DAY YEAR 08 25 94	
11. EARLY RET. CD (1)		12. INACT/ACT (1)		13. DT. ABOL. (8)		14. DT. INACT/REACT. (6)	
1 = Primary 2 = Secondary		1 = Inactive A = Active		MO DAY YEAR		MO DAY YEAR	
15. AGCY USE (1)		4					
16. INTERD'S SER. (40)							
17. INTERD'S TITLE CD (60)							

INDIVIDUAL POSITION											
1. JOB (1)		2. N DIS. RES. (1)			3. POS. SCHED. (1)			4. POS. SENS. (1)		5. COMP. LEV. (1)	
E		4N			A = Sched A B = Sched B C = Sched C			IN N		6512	
6. WK. TITLE CD (4)		7. WK. TITLE (35)									
8. ORG. STR. CD (8)		9. VAC. REV. CD (1)						10. TARGET CD. (2)			
83 08 01		E						12. LANG. REQ. (2)			
1300 21 18 00 00		13. PRCD. DTY. IND. (1)				14. BUS. CO. (4)		15. DT. LST. AUDIT (6)		16. PAS. IND. (1)	
12		Blank = N/A Y = Yes		08 0600 031 0015		MO DAY YEAR		Blank = N/A 1 = PAS		17. DATE EST. (2)	
18. GD BASIS. IND. (1)		19. DT. REQ. REC. (8)				20. NTE DT. (6)		21. PCS ST. (1)			
1 = Rev. when vacant 2 = Impact of Person 3 = Sup./SGEG		4 = Sub./Program 5 = RGE 6 = Policy Analysis GEG				7 = Equipment Devel. Guide 8 = Agency Use 9 = Agency Use ALPHAS = Agency Use		MO DAY YEAR		MO DAY YEAR	
22. MAINT. REV./CLASS. ACT. CD. (2)		38		Normal Act 1 = Desk Audit 2 = Sup. Audit 3 = Paper Rev. 4 = PME/Activity Rev.		Maintenance Review Act 5 = Desk Audit 6 = Sup. Audit 7 = Paper Rev. 8 = Panel Rev.		Results 1 = No Action Req. 2 = Minor PD Change 3 = New PD Req. 4 = Title Change			
5 = Series Change 6 = Pos. Upgrade 7 = Pos. Downgrade 8 = New Pos.		9 = Other		23. DT. EMP. ASGN. (8)		24. DT. ABOL. (8)		25. INACT/ACT (1)		26. DT. INACT/REACT. (8)	
MO DAY YEAR		MO DAY YEAR		1 = Inact. 2 = Act.		MO DAY YEAR		27. ACCTG. STAT. (4)		28. INT. ASGN. SER. (4)	
								0001			
30. CLASSIFIER'S SIGNATURE						31. DATE					
EMARKS											

SINGLE FAMILY HOUSING SPECIALIST (REO)
GS-1101-12

INTRODUCTION

This position is located in the Single Family Division and is responsible for all single-family activities located within the field offices jurisdiction. The incumbent is responsible for; 1) all underwriting functions including, valuation, mortgage credit, construction analysis, endorsement processing, and lender activities, 2) asset management including requests for assignments, Secretary-Held mortgages and lender reviews, and 3) activities related to real and personal property convey to or in the custody of the Secretary.

DUTIES AND RESPONSIBILITIES

Direct the application of policy and procedural instructions issued to the branch from the branch chief or Program Director, including provision of FHA Handbooks, manuals and operations methods and procedures within the branch to conform to Departmental requirements and local real estate laws and practices.

Participation in or direction of; conferences or training of developers, appraisers, inspectors, architects, Direct Endorsement (DE) underwriters, mortgagee personnel, state entities, non-profit organizations, counseling agencies, and various real estate organizations, with regard to HUD/FHA requirements and procedures, and to administering the Secretarial priorities.

Speaks for and represents the field office and FHA in industry and public meetings concerning all matters relating the single-family housing programs. The informing of mortgagees, mortgagors, developers, state entities, non-profit organizations, other federal agencies (i.e. Veterans Administration - Small Business Administration - Internal Revenue Service), counseling agencies, attorneys, CPAs, REAMs, and the public on the technical phases of approval and underwriting activities, real-estate owned processing, and asset management requirements. The interpretation of policies, regulations, and major operating procedures for private and public groups, congressional representatives, etc., to further the purpose of the National Housing Act as it relates to the management of FHA programs, and the U.S. Housing Act of 1937, as amended. The maintenance of excellent public relations.

Meets with local real estate and mortgage lenders to generate participation and cooperation in the management and sale of properties conveyed to the Secretary. Maintains liaison status with other elements of the field office, headquarters, other government agencies, mortgagees, and the general public on the availability of housing, the financing and management related aspects, and negotiates with such representatives to recommend possible solutions to mutual problems.

Meets with officials of non-profits, state agencies, and other community groups to assist in creating area specific programs for low- and moderate-income homebuyers.

The rendering of advice and consultation to the Program Director on questions regarding underwriting, asset management, and/or real-estate owned activities and related matters. The research of required underwriting, asset management, and/or real-estate owned procedures and techniques, recommending improvements or refinements in technique to Headquarters, through the Program Director.

The conduct of field visits to lenders, REAMs, counseling agencies or single-family properties for the purpose of; 1) to detect and correct trends of faulty critiques and underwriting by lower-graded technical staff, DE Underwriters, or contractors, 2) to determine the conditions and occupancy of HUD-held mortgages and proposed foreclosure, 3) to review and discuss compliance with FHA regulations and procedures governing the servicing of insured single-family mortgages, 4) inspects properties as needed to determine physical conditions and the needs for securing the property and, 5) to determine if the information contained within an appraisal is accurate and supported.

Planning, organization, direction and coordination of all technical underwriting operations of the office. This includes the underwriting of credit acceptability and financial capacity of mortgagors; and related technical review of residential mortgage loans for the purchase, refinance, or substantial rehabilitation of properties having one-to-four living units. Review of compliance inspections received from DE underwriters, approved appraisers, and approved inspectors.

Determines the most expeditious and advantageous manner of disposition of properties to assure a maximum return on the government's investment to protect the insurance reserve funds out of which the real-estate-owned program operates, and to increase the cash flow from such sales into the Treasury. Develops and coordinates a disposition program consistent with regulations including the management, pricing, and terms of condition of the sales.

Reviews requests from mortgagors for acceptance of assignment of insured mortgages in default where unusually complex circumstances exist or where a lower-grade asset management specialist has found that the mortgagor is not eligible for assignment and the mortgagor has appealed that finding.

Services single-family mortgages held by the Secretary, where the nature of the mortgages creates unusually complex servicing concerns. In carrying out these responsibilities the incumbent performs all of the routine servicing actions required of lower-grade staff members with respect to more routine types of mortgages, as well as those unusual actions required by the nature of the mortgage or the mortgagor's situation.

FACTOR I - SUPERVISORY CONTROL

The incumbent works under the general supervision of the Branch Chief of the Production/REO Branch. Independently carries out a wide variety of duties and responsibilities with minimal supervision. Decisions are almost always accepted as authoritative by higher authority and work is reviewed in terms of conformance to policy and of meeting production goals, while consulting

the supervisor only in cases presenting an uncommon degree of complexity. Sets own priorities, considering factors such as changing workload, priorities, relative difficulty, and requirements of the assignments. Ensures timely performance of a satisfactory amount and quality of work.

FACTOR II - KNOWLEDGE REQUIRED BY THIS POSITION

Knowledge of the various functions of the Production/REO Branch is required of the incumbent.

Knowledge of all pertinent sections the Housing Act, as amended, statutory, regulatory, and administrative procedures relating to one-to-four single family housing is essential, as well as familiarity with handbooks concerning valuation, mortgage credit, endorsement processing, architectural and engineering, lender activities, Uniform Standards of Professional Appraisal, Practices, asset management, real-estate owned activities, and related sections of the Code of Federal Regulations.

Must have skills in oral and written communications with mortgagors, mortgagees, mortgage entities, appraisers, builders, counseling agencies, and the general public on the preparation of applications and exhibits and financial requirements to establish sound mortgage risk determinations. Must have knowledge of the interworkings of financial institutions such as national and state banks, mortgage bankers and brokers., state entities, and non profit organizations.

FACTOR III - COMPLEXITY

The incumbent's functions are of great significance since the consequences of errors on the part of the incumbent would be costly to the agency; therefore, the job is highly complex and highly demanding. Any decisions made would set precedents and require a great deal of judgment and creativity.

D16098

REASON FOR THIS POSITION		
1. NEW?	2. IDENTICAL ADDITION TO THE ESTABLISHED PD NUMBER	3. REPLACES PD NUMBER
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

POSITION DESCRIPTION
A COVER SHEET

RECOMMENDED		8. PAY PLAN	6. SERIES	7. GRADE
TRAINING PROGRAM SPECIALIST (outstationed)		GS	1101	12
10. TITLE (Optional)				

Willis-16
Matro-31
Jackson-15 Nibbe-24 Free-14
Gawlik-BB Perry-26
Melendez-23 Davis-BA
Darley-32

OFFICIAL				
10. TITLE				

11. PP	12. SERIES	13. FUNC	14. GRADE	15. DATE	16. I/A	18. CLASSIFIER
GS	1101		12	8-10-98	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	A. Elizabeth Simms

18. ORGANIZATIONAL STRUCTURE (Agency/Bureau)	
1st HUD-Housing	5th Field Operations Br.1
2nd DAS for Single Family Housing	6th
3rd Single Family Homeownership Center	7th
4th PSD	8th

SUPERVISOR'S CERTIFICATION
I certify that this is an accurate statement of the major duties and responsibilities of the position and its organizational relationships and that the position is necessary to carry out Government functions for which I am responsible. This certification is made with the knowledge that this information is to be used for statutory purposes relating to appointment and payment of public funds and that false or misleading statements may constitute violations of such statute or their implementing regulations.

19. SUPERVISOR'S SIGNATURE	20. DATE	22. SECOND LEVEL SUPERVISOR'S SIGNATURE	23. DATE
A. Elizabeth Simms	8/10/98		
21. SUPERVISOR'S NAME AND TITLE		24. SECOND SUPERVISOR'S NAME AND TITLE	
Director, Homeownership Center			

FACTOR EVALUATION SYSTEM					
FACTOR	25. FLD/BMK	26. POINTS	FACTOR	25. FLD/BMK	26. POINTS
1. Knowledge Required			6. Personal Contacts		
2. Supervisory Controls			7. Purpose of Contacts		
3. Guidelines			8. Physical Demands		
4. Complexity			9. Work Environment		
5. Scope and Effect			TOTAL POINTS		
					GRADE
					12

CLASSIFICATION CERTIFICATION
I certify that this position has been classified as required by Title 5, US Code, in conformance with standards published by the OPM or, if no published standard applies directly, consistently with the most applicable published standards.

29. SIGNATURE	30. DATE
A. Elizabeth Simms	8-10-98
31. NAME AND TITLE	
A. Elizabeth Simms Personnel Mgt. Spec	
32. OPM CERTIFICATION NUMBER	
Promotion Potential GS-12	

HOUSING PROGRAM SPECIALIST (OUTSTATIONED)
GS-1101-12

INTRODUCTION

This position, located in the HUD Homeownership Center (HOC), is primarily responsible for the proper support of Single Family program activities of the Department of Housing and Urban Development, Office of Single Family Housing. The incumbent is responsible for construction and appraisal complaint resolution; contract monitoring of Real Estate Owned (REO) property inspections, closing agents, appraisers and Management and Marketing (M&M); conducting property inspections of REO properties; monitoring REO mission properties; on-site inspections for Single Family mortgage insurance programs; technical support in local industry training, program implementation, housing counseling and assists in the design implementation of specific local affordable housing programs; HOC liaison activities with the ~~Community Builders~~ ^{Field Office} and others; and providing ~~Business Operations Plan (BOP)~~ ^{Field Office Director} and technical support to the ~~Community Builders~~ and others.

DUTIES AND RESPONSIBILITIES

As a Housing Program Specialist, the incumbent is HUD's advisor on aspects of the programs administered by the Office of Single Family Housing. Typical assignments require developing detailed plans and goals for implementing a specific support strategy and/or developing criteria to evaluate the effectiveness of the specific approach and procedure. As a Housing Program Specialist, the incumbent is responsible for typical assignments, which may include:

- Single Family construction and appraisal complaint resolution with particular emphasis on 518(a) construction complaints and complaints on appraisals.
- Contract monitoring as a contract monitor, Government Technical Representative (GTR), or Government Technical Monitor (GTM) for an array of contracts that may include M&M, REO property inspections, and closing agents.
- Inspections of REO properties.
- Monitoring of REO mission properties and participants to include properties sold to police officers (Officer Next Door), non-profits, and local government agencies.
- On-site inspections of condominiums and planned unit developments seeking approval, on-site reviews of appraisals, 203k inspections and new construction field reviews.
- Technical support for design implementation of specific local affordable housing programs, local industry training, new/revised program implementation and housing counseling technical assistance and monitoring grants.
- ~~BOP and~~ ^{Field Office staff} technical support to ~~Community Builders~~ and others.
- Traveling extensively throughout the assigned area to develop and maintain liaison activities with Community Builders, contractors supporting Single Family Housing's activities, clients and customers, Housing partners, and others.
- Establish program support goals, objectives and strategies with HOC's staff tailored to the needs and demands of the area assigned and that is incorporated into the HOC's operational activities.

FACTOR 1 - KNOWLEDGE REQUIRED

Comprehensive knowledge of Single Family's structure, mission, policies, programs, functions, and their organizational relationships.

Comprehensive knowledge of work and task distribution to improve efficiency of program support activities and operations.

Comprehensive knowledge of analytical and evaluative methods and a thorough understanding of how HUD's programs are administered to produce the ability to determine that program support activities are appropriate, evaluate for their efficiency, and determine how to design/redesign to meet the program's mission and goals.

Ability to make formal and informal presentations; ability to communicate with diverse partners, customers, and cohorts through both oral and written means.

Ability to travel extensively.

FACTOR 2 - SUPERVISION RECEIVED

The incumbent is under the general supervision of the Chief. The incumbent schedules and carries out projects concerned with the planning, coordination, implementation, analysis, and evaluation of program support efforts for Single Family Housing programs. The incumbent and supervisor develops a mutually acceptable project plan which typically includes identification of the work to be done, the scope of the project, and deadlines for its completion.

Completed projects, evaluations, reports, or recommendations are reviewed by the supervisor for compatibility with organization goals, guidelines, and effectiveness in achieving intended objectives. Completed work is also reviewed critically outside the incumbent's immediate office by staff and line management officials whose programs and employees would be affected by the implementation of the recommendations.

FACTOR 3 - GUIDELINES

Guidelines used include HUD's General Accounting Office, Office of Management and Budget, Treasury manuals and other related materials. Guidelines require considerable adaptation and/or interpretation for applications to issues and problems studies. Within the context of broad regulatory guidelines, the incumbent may redefine or develop, for supervisory review, more specific guidelines or methods for the implementation of program support activities, programs or methods, and improve the effectiveness in the administration of such activities.

FACTOR 4 - COMPLEXITY

Assignment may be diverse and unrelated and may require the incumbent to become especially conversant in a particular program, a partner's or customer's needs, or a specific technique or strategy. Such will require independent research, assessing many issues, and then developing a proposed course of action as the result of reviewing various alternatives. Successful execution of the tasks are dependent upon the incumbent's ability to initiate, direct, coordinate, and perform various complex and difficult tasks.

FACTOR 5 - SCOPE AND EFFECT

The purpose of the work is to develop, plan, coordinate, initiate, monitor, and evaluate the effectiveness of the program support efforts for Single Family Housing programs. Such work involves a focus on the delivery of program benefits or services at the operating level.

FACTOR 6 - PERSONAL CONTACTS

Personal contacts include co-workers, managers, and supervisors throughout the HUD organization, personnel and officials from other Federal, state and local agencies, staff and clients of non-profit organizations, community leaders, professionals of lending institutions, educational organizations, trade organizations, and other commercial entities.

FACTOR 7 - PURPOSE OF CONTACTS

Contacts are for the purpose of obtaining, providing, or clarifying information, gathering facts, resolving issues, coordinating and devising new or revised program support strategies for Single Family Housing's systems or programs.

FACTOR 8 - PHYSICAL DEMANDS

The work is primarily sedentary, although some slight physical effects may be required.

FACTOR 9 - WORK ENVIRONMENT

The work is performed in an adequately lighted and climate controlled office and in the field. Some travel is required.

D15228

REASON FOR THIS POSITION		
<input checked="" type="checkbox"/> 1. NEW	2. IDENTICAL ADDITION TO THE ESTABLISHED PD NUMBER	3. REPLACES PD NUMBER

POSITION DESCRIPTION COVER SHEET

RECOMMENDED TITLE Underwriter	5. PAY PLAN GS	6. SERIES 1101	7. GRADE 12
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CLASSIFICATION FILE COPY

Spindler-08
Young-22
Bal 2-21
Middleton-33
Robinson-32
Latimore-BA

OFFICIAL
10. TITLE
Underwriter

11. PP GS	12. SERIES 1101	13. FUNC	14. GRADE 12	15. DATE MONTH DAY YEAR 06 17 94			16. I/A
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Yes No Virgil W.

18. ORGANIZATIONAL STRUCTURE (Agency/Bureau)

1st Department of Housing and Urban Development	5th Underwriting Branch PUD
2nd Assistant Secretary for Housing	6th Technical Branch 2
3rd Depy Assistant Secretary for Single Family Housing	7th -13
4th Atlanta Homeownership Processing Center	8th

SUPERVISOR'S CERTIFICATION
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19. SUPERVISOR'S SIGNATURE <i>Jack Brady</i>	20. DATE 5/3/94	22. SECOND LEVEL SUPERVISOR'S SIGNATURE	23. DATE
21. SUPERVISOR'S NAME AND TITLE Jack Brady, Acting Deputy Assistant Secretary for Single Family Housing		24. SECOND LEVEL SUPERVISOR'S NAME AND TITLE	

FACTOR EVALUATION SYSTEM

FACTOR	25. FLD/BMK	26. POINTS	FACTOR	25. FLD/BMK	26. POINTS
1. Knowledge Required			6. Personal Contacts		
2. Supervisory Controls			7. Purpose of Contacts		
3. Guidelines			8. Physical Demands		
4. Complexity			9. Work Environment		
5. Scope and Effect			27. TOTAL POINTS ▶		27.
					28. GRADE ▶

CLASSIFICATION CERTIFICATION
I certify that this position has been classified as required by Title 5, US Code, in conformance with standards published by the OPM or, if no published standard app directly, consistently with the most applicable published standards.

29. SIGNATURE <i>Virgil W. Jackson</i>	30. DATE JUN 17 1994
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NAME AND TITLE
Virgil W. Jackson, Personnel Classification Work Group

32. REMARKS OPM/PCS; Loan Specialsit Series; GS-1165; - , dated June 1996	33. OPM CERTIFICATION NUMBER
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UNDERWRITER
GS-1101-12

INTRODUCTION

This position is located in the ^{Processing & Underwriting Division} Underwriting Unit of the ^{Home Ownership} Single Family Development Processing Center. The incumbent works under the supervision of the Chief, Underwriting Branch. This position combines the basic duties of a Construction Analyst, Appraiser and Mortgage Loan Specialist as it relates to Single Family Mortgage Insurance underwriting. The combination of duties enhances the HUD technical staff to a level of difficulty that is higher than the equivalent private sector Mortgage underwriter to effectively monitor and perform reviews of Direct Endorsement Lenders and Underwriters. The Underwriter is also responsible for performing as a Department representative and facilitator for this area of expertise.

The position is responsible for the oversight and review of both Direct Endorsement underwriting and Contractor performed underwriting. Only in rare instances will the incumbent perform actual individual case underwriting i.e. test cases for new Direct Endorsement Lenders and HUD employees. The incumbent reviews cases to determine problems with underwriting process.

This position will have access to sensitive HUD systems including; Single Family Insurance (SFIS), Home Equity Conversion Mortgage (HECM), Computerized Homes Underwriting Management (CHUMS) and Credit Alert Interactive Voice (CAIVRS). These systems rate at a sensitivity code of 3 and 4.

DUTIES AND RESPONSIBILITIES

While the Underwriter is responsible for analyzing the risk inherent in the issuance of mortgage insurance on mortgages for one-to-four family loans to determine if a property is an acceptable risk, and to determine the credit eligibility of the mortgagors and to assure compliance with statutory, regulatory and administrative requirements, the key area of responsibility is in evaluating the operation(s) of the Direct Endorsement and/or contractor performed underwriting program(s). This review is to determine problems with specific underwriters, appraisers, builders, or lenders so action can be taken to correct, or minimize the losses associated with the identified problems.

In furtherance of this objective the following specific actions are taken:

For cases processed by mortgagees approved under the Direct Endorsement Program, the Underwriter performs the desk review of the Direct Endorsement Underwriter's analysis to verify the consistency, accuracy and reliability of ratings on all elements of risk, relating to the underwriting of the appraisal and of the borrower's credit-worthiness; issues performance ratings of Direct Endorsement underwriter's work; issues instructive and corrective commentary for the maintenance and improvement of the underwriting performance as a Direct Endorsement underwriter. (Provides written evaluations and critique of the work of the Direct Endorsement Underwriters, approved inspectors, approved certified appraisers and contractors regarding the construction, repair proposals, compliance inspections, appraisals, conditional and firm commitments, and credit risk analysis, to ensure a fully supported final determination as to the acceptability of the completed work is in compliance with current statutory and regulatory requirements.)

The Underwriter performs both the desk review of the property appraisal to determine the appropriate HUD estimate of value for proposed construction, existing construction, or substantial rehabilitation and, in certain circumstances, authorizes the issuance of the conditional commitment for home mortgage insurance; makes the determination of credit eligibility of the potential borrower; determines the acceptability of the mortgage for insurance (and classification of risk inherent in the mortgage) and authorizes the endorsement of the loan and the issuance of the mortgage insurance certificate binding the agency to the commitment through Mortgage Insurance Funds. Problem cases are referred to the field office for on-site review or technical assistance, as necessary.

Duties consisting of:

- a. Verification of factual information submitted insofar as available data permits.
- b. Determination of the plausibility and consistency of the conclusions based upon data presented in the report.
- c. Determination of the consistency of the conclusions by comparison with other conclusions reported in similar cases recently processed including amendment of any item if warranted.
- d. Compliance with governing codes and instructions.

Based upon the above analysis the Underwriter has the responsibility for monitoring DE Underwriter and Lender activities and referring situations and questionable practices that may affect their further participation in HUD/FHA programs to the appropriate Field Office or Center Analyses Staff through the Chief Underwriter or Supervisor.

Makes recommendations to Field Offices for retaining, suspension, or termination from the panel of any inspector or appraiser.

Serves as Government Technical Monitor (GTM) ensuring that requirements of contracts, servicing the Center's functions, are being met. The underwriter makes recommendations concerning that work performance to the Government Technical Representative (GTR) and provides written documentation of any discrepancies. The Underwriter is responsible for making recommendations for statements of work including any modifications.

As a result of case evaluation and analysis, provides telephone and written guidance and technical assistance to DE Underwriters.

At the request of the lender, reviews and reconsiders rating of lender case based on lenders explanation of deficiencies.

REASON FOR THIS POSITION A-04-01-4AHH-99-00071

1. NEW	2. IDENTICAL ADDITION TO THE ESTABLISHED PD NUMBER	3. REPLACES PD NUMBER
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POSITION DESCRIPTION COVER SHEET

COMMENDED

4. TITLE Supervisory Housing Program Specialist	5. PAY PLAN GS	6. SERIES 1101	7. GRADE 13
8. WORKING TITLE (Optional)		9. INCUMBENT (Optional) Peal Snelling Gueno	

OFFICIAL

10. TITLE Supervisory Housing Program Specialist							17. CLASSIFIER	
11. PP GS	12. SERIES 1101	13. FUNC	14. GRADE 13	15. DATE MONTH: 11, DAY: 17, YEAR: 99			16. I/A	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

18. ORGANIZATIONAL STRUCTURE (Agency/Bureau)

1st DHUD	5th PROGRAM SUPPORT DIVISION
2nd A/S HOUSING - FHA COMMISSIONER	6th FIELD OPERATIONS BRANCH
3rd DAS FOR SF HOUSING	7th
4th ATLANTA HOMEOWNERSHIP CENTER	8th

SUPERVISOR'S CERTIFICATION

I certify that this is an accurate statement of the major duties and responsibilities of the position and its organizational relationships and that the position is necessary to carry out Government functions for which I am responsible. This certification is made with the knowledge that this information is to be used for statutory purposes relating to appointment and payment of public funds and that false or misleading statements may constitute violations of such statute or their implementing regulations.

19. SUPERVISOR'S SIGNATURE <i>William Stephen Coleman</i>	20. DATE 11/16/99	22. SECOND LEVEL SUPERVISOR'S SIGNATURE <i>Robert L. ...</i>	23. DATE 11/18/99
21. SUPERVISOR'S NAME AND TITLE WILLIAM STEPHEN COLEMAN W/VE KNOWLSON, DIR, PROGRAM SUPPORT		24. SECOND LEVEL SUPERVISOR'S NAME AND TITLE for Charles Gardner Director, Atlanta Homeownership Center	

FACTOR EVALUATION SYSTEM

FACTOR	25. FLD/BMK	26. POINTS	FACTOR	25. FLD/BMK	26. POINTS	
1. Knowledge Required			6. Personal Contacts			
2. Supervisory Controls			7. Purpose of Contacts			
3. Guidelines			8. Physical Demands			
4. Complexity			9. Work Environment			
5. Scope and Effect			27. TOTAL POINTS		27.	
					28. GRADE	28.

CLASSIFICATION CERTIFICATION

I certify that this position has been classified as required by Title 5, US Code, in conformance with standards published by the OPM or, if no published standard applies directly, consistently with the most applicable published standards.

29. SIGNATURE <i>Linda Larkin</i>	30. DATE 11-17-99
31. NAME AND TITLE Personnel Management Specialist	
32. OPM CERTIFICATION NUMBER -GSSG April, 1993 D-16220	33. OPM CERTIFICATION NUMBER

THIS SIDE TO BE COMPLETED BY THE CLASSIFIER

Y DATA

1. ION A < A/CD/I/R	2. DEPT. CD./AGCY-BUR-CD. (4) 4483	3. SON (4) 4404	4. MR.NO. (6) D-16220	5. GRADE (2) 13	6. IP NO. (8)
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B. MASTER RECORD

1. PAY PLAN (2) GS	2. OCC. SER. (4) 1101	3. OCC. FUNC. CD. (2)	4. OFF. TITLE CD. (5) 9999	5. OFF. TITLE (38) Supervisory Housing Program Specialist		
6. HQ. FLD. CD. (1) 2 < 1 = HQ 2 = FLD	7. SUP. CD. (1) 2 < 1 = Sup. SGEG 3 = Mgr. SGEG 4 = Sup. CSRA	5 = Mgmt. CSRA 6 = Leader LGEG 8 = All Others	8. CLASS. STD. CD. < X = New Std. Applied Blank = NA	9. INTERDIS. CD. (1) N < N = No Y = Interdis	10. DT. CAS (6) MO DAY YEAR 11 10 17 99	
11. EARLY RET. CD. (1) < 1 = Primary 2 = Secondary	3 = Foreign Svc. Blank = NA	12. I A < I = inactive A = Active	13. DT. ABOL. (6) MO DAY YEAR 10 19 99	14. DT. INACT/REACT (6) MO DAY YEAR 10 19 99	15. AGCY. USE (10)	
16. INTERDIS. SER. (40) (4)	(4)	(4)	(4)	(4)	(4)	(4)
17. INTERDIS. TITLE CD. (50) (5)	(5)	(5)	(5)	(5)	(5)	(5)

C. INDIVIDUAL POSITION

1. FLSA CD. (1) E < E = Exempt N = Nonexempt	2. FIN. DIS. REQ. (1) 4 < 0 = None 1 = CD 219 2 = CD 220	3 = SF 278 4 = AD 392 5 = SF 849	3 POS. SCHED. (1) 0 < A = Sched A B = Sched B C = Sched C	0 = Excepted but not A, B, C	4. POS. SENS. (1) IN < 0 = Nonsensitive 1 = Noncritical 2 = Critical Sensitive	5. COMP. LEV. (4) 6781	
6. WK. TITLE CD. (4)	7. WK. TITLE (38)						
STR. CD. (18) 2nd 3rd 4th 5th 6th 7th 8th							
9. VAC. REV. CD. (1) 0E < 0 = Position Action No Vacancy A = No Change							
B = Lower Grade C = Higher Grade D = Different Title and/or series E = New Position/New FTE							
10. TARGET GD. (2) 13	11. LANG. REQ. (2)	12. PROJ. DTY. IND. (1) < Blank = N/A Y = Yes	13. DUTY STATION (9) State (2) City (4) County (3)	14. BUS. CD. (4) 8888	15. DT. LST. AUDIT (6) MO DAY YEAR 10 19 99	16. PAS. IND. (1) < Blank = N/A	17. DATE EST. (6) MO DAY YEAR 10 19 99
18. GD. BASIS. IND. (1) 9 < 1 = Rev. when vacant 2 = Impact of Person 3 = Sup./SGEG	4 = Sup./Program 5 = RREG 6 = Policy Analysis GEG	7 = Equipment Devel. Guide 8 = Agency Use 9 = Agency Use ALPHAS = Agency Use	19. DT. REQ. REC. (6) MO DAY YEAR 10 19 99		20. NTE. DT. (6) MO DAY YEAR 10 19 99	21. POS. ST. BUD (1) YN < Y = Perm N = Other	
22. MAINT. REV./CLASS. ACT. CD. (2) (1st Digit = Activity and 2nd Digit = Results) 38 AB < Normal Act 1 = Desk Audit 2 = Sup. Audit 3 = Paper Rev. 4 = PME/Activity Rev.	Maintenance Review Act 5 = Desk Audit 6 = Sup. Audit 7 = Paper Rev. 8 = Panel Rev.	Results 1 = No Action Req. 2 = Minor PD Change 3 = New PD Requirement 4 = Title Change	5 = Series Change 6 = Pos. Upgrade 7 = Pos. Downgrade 8 = New Pos.	9 = Other			
23. DT. EMP. ASG. (6) MO DAY YEAR 10 19 99	24. DT. ABOL. (6) MO DAY YEAR 10 19 99	25. INACT/ACT (1) 2 < 1 = Inact. 2 = Act.	26. DT. INACT/REACT (6) MO DAY YEAR 10 19 99	27. ACCTG. STAT. (4) 0001	28. INT. ASGN. SER. (4)	29. AGCY. USE	
30. CLASSIFIER'S SIGNATURE				31. DATE			
32. REMARKS							

**SUPERVISORY HOUSING PROGRAM SPECIALIST
GS-1101-13**

INTRODUCTION

This position is located in the Program Support Division, Single Family Homeownership Center, Office of Housing, outstationed. The incumbent is primarily responsible for the proper performance and delivery of a vast array of technical services relating to the Single Family Programs of the Department of Housing and Urban Development, Office of Housing in the assigned geographical area. The incumbent reports to the Chief, Field Operations Branch, Program Support Division in the Single Family Homeownership Center. In addition, the incumbent performs technical duties described below.

DUTIES AND RESPONSIBILITIES

The incumbent directs and supervises the professional and support staff of the Field Office assigned that perform the following functions:

1. Assist in the resolution of construction, appraisal and other site-specific complaints; monitor on-site contract performance of REO contractors, closing agents, property inspections, appraisals, etc.; provide on-site inspections of planned unit developments, condominium projects, 203(k) property inspections; new construction field reviews and appraisal reviews; provide technical support for the design, implementation and monitoring of specific local affordable housing programs, local industry training, new or revised program implementation and housing counseling;
2. Pursues and maintains a positive public image of FHA as a customer first community based organization.
3. Assist the Homeownership Center by providing logistical support respective to planned local or geographical activities. Provide technical support to Community Builders as appropriate.
4. Resolve issues and problems that hinder the effective operation of the Program Support functions in the Field Office jurisdiction or the quality of program accomplishment, including concerns regarding resources, policies and procedures conflicts, organizational deficiencies, etc.
5. Review and evaluate work of subordinates to determine whether stated objectives are met; advise, assist, and train staff regarding program objectives, establishes program requirements concerning staff, time and budget and report on the operation of the staff.

6. Represent the Homeownership Center with other government agencies and private sector industry representatives and others in conferences and meetings regarding the Single Family Housing Programs.
7. Single Family construction and appraisal complaint resolution with particular emphasis on 518(a) construction complaints and complaints on appraisals.
8. Contract monitoring as a contract monitor, Government-Technical Representative (GTR), or Government Technical Monitor (GTM) for an array of contracts that may include M&M, REO property inspections, and closing agents.
9. Inspections of REO properties.
10. Monitoring of REO mission properties and participants to include properties sold to police officers (Officer Next Door), nonprofits, and local government agencies.
11. On-site inspections of condominiums and planned unit developments seeking approval, on-site reviews of appraisals, 203k inspections and new construction field reviews.
12. Technical support for design implementation of specific local affordable housing programs, local industry training, new/revised program implementation, and housing counseling technical assistance and monitoring grants.
13. BOP and technical support to Community Builders and others.
14. Traveling extensively throughout the area assigned to develop and maintain liaison activities with Community Builders, contractors supporting Single Family Housing's activities, clients and customers, Housing partners, and others.
15. Establish program support goals, objectives and strategies with HOC's staff tailored to the needs and demands of the area assigned and that is incorporated into the HOC's operational activities.

I. SUPERVISION EXERCISED

The incumbent exercises technical and administrative supervision over a staff of professional and support staff in the Field Office assigned located in the Center's jurisdiction. The incumbent is responsible for the day-to-day control and operation of the Program Support staff in the Field Office.

II. SUPERVISION RECEIVED

The incumbent receives policy guidance from the Chief, Field Operations Branch, Program Support Division but functions with a minimum of direction. The incumbent operates with a high degree of independence in the exercise of duties and responsibilities, keeping the Chief, Field Operations advised on activities or special problems that affect the operations in the Field Office. Policy matters, highly controversial cases, or major actions, involving the operations in the Field Office are discussed in advance with the Chief, Field Operations.

III. FACTORS

1. Knowledge Required

- Functions, and their organizational relationships.
- Expert knowledge of Single Family's structure, mission, policies, programs.
- Expert knowledge of work and task distribution to improve efficiency in program support activities.
- Comprehensive knowledge of work and task distribution to improve efficiency of program support activities and operations.
- Expert knowledge of analytical and evaluative methods and a thorough understanding of how HUD's programs are administered to produce the ability to determine that program support activities are appropriate, evaluated for their efficiency, and determine how to design/redesign to meet the program's mission and goals.
- Expert understanding of how HUD's programs are administered.
- Ability to make formal and informal presentations; ability to communicate with diverse partners, customers, and cohorts through both oral and written means.
- Ability to travel extensively.

2. Supervision

The incumbent is under the general supervision of the Chief, Field Operations Branch, Program Support Division, Homeownership Center. The incumbent schedules and carries out projects concerned with the planning, coordination, implementation, analysis, and evaluation of program support efforts for Single Family Housing programs in the Field Office assigned.

3. Guidelines

Guidelines used include HUD's General Accounting Office, Office of Management and Budget, Treasury manuals and other related materials. Guidelines require considerable adaptation and/or interpretation for applications to issues and problems studies. Within the context of broad regulatory guidelines, the incumbent may refine or develop more specific guidelines or methods for the implementation of program support activities, programs or methods and improve the effectiveness in the administration of such activities within the Field Office.

4. Complexity

Assignments may be diverse and unrelated and may require the incumbent to become especially conversant in a particular program, a partner's or customer's needs, or a specific technique or strategy. Such will require independent research, assessing many issues, and then developing a proposed course of action as the result of reviewing various alternatives. Successful execution of the tasks are dependent upon the incumbent's ability to initiate, direct, coordinate, and perform various complex and difficult tasks.

5. Scope and Effect

The purpose of the work is to develop, plan, coordinate, initiate, monitor, and evaluate the effectiveness of the program support efforts for Single Family Housing programs. Such work involves a focus on the delivery of program benefits or services at the operating level.

6. Personal Contacts

Personal contacts include co-workers, managers, and supervisors throughout the HUD organization, personnel and officials from other Federal, state and local agencies, staff and clients of non-profit organizations, community leaders, professionals of lending institutions, educational organizations, trade organizations, and other commercial entities.

7. Purpose of Contacts

Contacts are for the purpose of obtaining, providing or clarifying information, gathering facts, resolving issues, coordinating and devising new or revised program support strategies for Single Family Housing's systems or programs.

8. Physical Demands

The work is primarily sedentary, although some slight physical effects may be required.

9. Work Environment

The work is performed in an adequately lighted and climate controlled office and in the field. Some travel is required.

D15537

REASON FOR THIS POSITION

POSITION DESCRIPTION COVER SHEET

1. NEW	2. IDENTICAL ADDITION TO THE ESTABLISHED PD NUMBER	3. REPLACES PD NUMBER
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

RECOMMENDED

4. TITLE MANAGEMENT ANALYST	5. PAY PLAN GS	6. SERIES 343	7. GRADE 13
8. INCUMBENT (OPTIONAL) Amick - 01		9. INCUMBENT (OPTIONAL) 03	

OFFICIAL

10. TITLE MANAGEMENT ANALYST	11. PP GS	12. SERIES 343	13. FUNC	14. GRADE 13	15. DATE	16. VA <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	17. CLASSIFIER DEL BREWER
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Powell - 03
Ledlow-Dorsey - 0

10. ORGANIZATIONAL STRUCTURE (Agency/Bureau)

1st Department of Housing and Urban Development	8th
2nd Assistant Secretary for Housing-FBC	6th
3rd Deputy Assistant Secretary for Single Family	7th
4th Homeownership Center	8th

SUPERVISOR'S CERTIFICATION

I certify that this is an accurate statement of the major duties and responsibilities of the position and its organizational relationships and that the information is to be used for statutory purposes relating to appointment and payment of public funds and that false or misleading statements may constitute violations of such statute or their implementing regulations.

18. SUPERVISOR'S SIGNATURE <i>J. P. Reisinger</i>	20. DATE 7/15/97	22. SECOND LEVEL SUPERVISOR'S SIGNATURE	23. DATE
21. SUPERVISOR'S NAME AND TITLE J. P. Reisinger, Assistant Secretary for Single-Federal Housing Commissioner	24. SECOND SUPERVISOR'S NAME AND TITLE		

FACTOR EVALUATION SYSTEM

FACTOR	25. FLD/BMK	26. POINTS	FACTOR	25. FLD/BMK	28. POINTS	
1. Knowledge Required	1-8	1550	6. Personal Contacts	3C	180	
2. Supervisory Controls	2-4	450	7. Purpose of Contacts			
3. Guidelines	3-4	450	8. Physical Demands	8-1	5	
4. Complexity	4-5	325	9. Work Environment	9+1	5	
5. Scope and Effect	5-4	225	TOTAL POINTS		3190	
					GRADE	13

CLASSIFICATION CERTIFICATION

I certify that this position has been classified as required by Title 5, US Code, in conformance with standards published by the OPM or, if no published standard applies directly, consistently with the most applicable published standards.

29. SIGNATURE <i>Del Brewer</i>	30. DATE 7/14/97
31. NAME AND TITLE DEL BREWER Personal Mgmt Spec	33. OPM CERTIFICATION NUMBER D-15537
32. REMARKS OPM/PCS, GS-343 Series, 1/1/97 OPM/PCS, Admin. Anal. 656, dated 7/1/97	

MASTER RECORD/INDIVIDUAL POSITION DATA

THIS SIDE TO BE COMPLETED BY THE CLASSIFIER

KEY DATA

1. ACTION (1) A/C/D/I/R	2. DEPT. CD./AGCY-BUR-CD. (4)	3. SON (4)	4. MR. NO. (8)	5. GRADE (2)	6. IP NO. (8)
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MASTER RECORD

7. AN (2)	2. OCC. SER. (4)	3. OCC. FUNC. CD. (2)	4. OFF. TITLE CD. (5)	5. OFF. TITLE (38)						
6. FLD. CD. (1) 1 = HQ 2 = FLD		7. SUP. CD. (1) 1 = Sup. SGEG 3 = Mgr. SGEG 4 = Sup. CSRA 5 = Mgmt. CSRA 6 = Leader LGEG 8 = All Others		8. CLASS. STD. CD. (1) X = New Std. Applied Blank = NA		9. INTERDIS. CD. (1) N = No Y = Interdis		10. DT. CLASS (6) MO DAY YEAR		
11. EARLY RET. CD. (1) 1 = Primary 2 = Secondary 3 = Foreign Svc. Blank = NA		12. INACT/ACT (1) 1 = Inactive A = Active		13. DT. ABOL. (6) MO DAY YEAR		14. DT. INACT/REACT (6) MO DAY YEAR		15. AGCY. USE (10)		
16. INTERDIS. SER. (40) (4)		(4)		(4)		(4)		(4)		(4)
17. INTERDIS. TITLE CD. (50) (5)		(5)		(5)		(5)		(5)		(5)

INDIVIDUAL POSITION

1. SA CD. (1) E = Exempt N = Nonexempt		2. FIN. DIS. REQ. (1) 0 = None 1 = CD 219 2 = CD 220 3 = SF 278 4 = AD 392 5 = SF 849			3. POS. SCHED. (1) A = Sched A B = Sched B C = Sched C 0 = Excepted but not A, B, C			4. POS. SENS. (1) 0 = Nonsensitive 1 = Noncritical 2 = Critical Sensitive			5. COMP. LEV. (4)					
6. FILE CD. (4)		7. WK. TITLE (38)														
8. ARG. STR. CD. (18) 1st 2nd 3rd 4th 5th 6th 7th 8th								9. VAC. REV. CD. (1) 0 = Position Action No Vacancy A = No Change B = Lower Grade C = Higher Grade D = Different title and/or series E = New Position/New FTE								
10. TARGET GO. (2)		11. LANG. REQ. (2)		12. PROJ. DTY. IND. (1) Blank = N/A Y = Yes		13. DUTY STATION (8) State (2) City (4) County (3)			14. BUS. CD. (4)		15. DT. LST. AUDIT (6) MO DAY YEAR		16. PAS. IND. (1) Blank = N/A 1 = PAS		17. DATE EST. (6) MO DAY YEAR	
18. GD. BASIS. IND. (1) 1 = Rev. when vacant 2 = Impact of Person 3 = Sup./3GEG 4 = Sup./Program 5 = RGE 6 = Policy Analysis 7 = Equipment Devel. Guide 8 = Agency Use 9 = Agency Use ALPHAS = Agency Use								19. DT. REQ. REC. (6) MO DAY YEAR		20. NTE. DT. (6) MO DAY YEAR		21. POS. ST. BUD (1) Y = Perm N = Other				
22. MAINT. REV./CLASS. ACT. CD. (2) (1st Digit = Activity and 2nd Digit = Results)																
Normal Act 1 = Desk Audit 2 = Sup. Audit 3 = Paper Rev. 4 = PME/Activity Rev.				Maintenance Review Act 5 = Desk Audit 6 = Sup. Audit 7 = Paper Rev. 8 = Panel Rev.				Results 1 = No Action Req. 2 = Minor PD Change 3 = New PD Req. 4 = Title Change 5 = Series Change 6 = Pos. Upgrade 7 = Pos. Downgrade 8 = New Pos. 9 = Other								
23. DT. EMP. ASGN. (6) MO DAY YEAR			24. DT. ABOL. (6) MO DAY YEAR			25. INACT/ACT (1) 1 = Inact. 2 = Act.		26. DT. INACT/REACT (6) MO DAY YEAR			27. ACCTG. STAT. (4)		28. INT. ASGN. SER. (4)		29. AGCY. USE (8)	
30. CLASSIFIER'S SIGNATURE										31. DATE						

REMARKS

MANAGEMENT ANALYST
GS-343-13

I. INTRODUCTION

This position is located in the ^{SF Home ownership Center} ~~Program Support Staff~~ of the Office of ^{SF} Housing. The incumbent reports directly to the Director, ^{Operations & Customer Service Division} ~~Program Support Staff~~. This position serves as the expert analyst who has mastered the application of a wide range of methods for assessing and improving program effectiveness.

The incumbent in this position applies advanced analytical and evaluative methods for making recommendations with respect to researching problems and issues of program and operational effectiveness.

The Office includes Automation, Administrative Support, Management Services, Contract and Communications.

II. DUTIES AND RESPONSIBILITIES

- o Provides Human Resource administrative and management advice and assistance to managers, supervisors and employees.
- o Develops and implements Human Resource policies, programs and procedures for all Housing personnel, i.e., GS, GM, WG, and SES.
- o Develops, manages, and or coordinates hiring programs.
- o Surveys, develops, analyzes and assesses all of Housing training needs.
- o Determines needs; develops, manages and may present actual training courses.
- o Performs management studies.
- o Develops, manages and writes computer programs for various Housing tracking systems.
- o Recommends approval of all Housing training funds.

- o Manages, reviews and analyzes Housing Performance Appraisal submissions
- o Tracks and recommends approval of training travel funds.
- o Develops, writes and disseminates administrative instructions, procedures and policies for all Headquarters Housing employees relative to resources and administrative support, i.e., recruitment and staffing; position management and position classification; travel; time and attendance; payroll processing; training; employee performance and appraisal (EPPES & EPAS); merit pay; SES; labor relations, and executive identification and development.
- o Exercises responsibility for all equal opportunity programs within Housing.
- o Serves as the liaison between Housing and FHEO.
- o Develops and implements affirmative action programs in Housing.
- o Develops the plans, programs and work analyses necessary to define, establish and implement administrative, personnel, control systems work methods and procedure.
- o Performs extensive and in-depth reviews of management and support systems in operation or being developed to assure their progress and practicability and efficiency is relative to the overall goals and objectives of Housing.
- o Prepares, analyzes and evaluates manpower, administrative, financial, budget, and cost studies; evaluates opportunities for improvements in management systems; presents advice and recommendations for review and implementation.
- o Prepares and identifies various trend analyses situations, ratios and deviations, etc., as a result of the various analyses conducted for managers and supervisor.
- o May serve as a team member or project leader in developing studies, requirements for automated systems, surveys, reviews and have full responsibility for interactions between managers, and the office of Information Policies and Systems (OIPS).

- o Performs ongoing evaluations of various components of Housing resulting in improvement recommendations for operating efficiency and effectiveness.
- o Participates in the development and implementation of Housing-wide program management, ADP control, and personnel management systems.
- o Conducts special cost-benefit analyses, studies, reports, surveys, inquiries and evaluations.
- o Prepares oral and written reports and presentations; prepares graphs and charts that present clearly, concisely and effectively analytical results of evaluations and studies performed; provides staff support for formal presentations.
- o Prepares replies to inquiries from members of the; congress, other government agencies, Field offices, contractors, and the general public on complex and substantive questions relating to Housings operations or procedures.

III. FACTORS

FACTOR 1. Knowledge required by the Position

Expert knowledge of the office of Housing policies, its programs regulations, activities and functions.

Expert knowledge of modern ADP capabilities, including data base management, analysis and design techniques.

Indepth knowledge of Housing manuals and management systems.

Expert knowledge of administrative, management, Human Resource and fiscal regulations as they relate to the policies, functions and practices in Housing and the Department.

Comprehensive and extensive knowledge of function, and principles of management analyses.

Expert knowledge of Federal civilian personnel and employee programs rules, regulations and practices.

Extensive knowledge of practices, theories, techniques and methodology of management analyses.

Expert knowledge of the Departments structure, functions, procedures and practices.

Skill-in gathering, assembling and analyzing complex facts, drawing conclusions, and devising solutions to complex problems.

Ability to make oral and/or written reports; give clear presentations in and concise manner.

Ability to gain cooperation as well as cooperating with others.

Ability to plan, design and direct Housing training needs survey.

FACTOR 2. Supervisors Controls

Incumbent works under general supervision. HE/she performs assignments and tasks independently. Completed work is reviewed for conformance with HUD and Housing policy.

FACTOR 3. Guidelines

Guidelines include verbal and written-instructions, Department Handbooks, Federal Personnel Manuals, travel regulations, various computer manuals and instruction books. Guidelines are not always available and the incumbent must often interpret those guidelines and instructions which are not always available, to meet the needs of Housing management.

FACTOR 4. Complexity

Assignments require analysis of interrelated issues of effectiveness, efficiency, and productivity affecting major programs of the agency. Studies are often complicated with difficult characteristics being encountered in planning and establishing long range program goals and objectives.

FACTOR 5. Scope and Effect

The primary purpose of the position is to facilitate, direct and manager Housings goals, and objectives. This includes providing information, advice, and recommendations to employees, managers and top officials.

FACTOR 6. Personal Contacts

Contacts are with top level personnel from offices throughout Headquarters, other Federal agencies, private contractors, associates within the incumbent's immediate agency and organization.

FACTOR 7. Purpose of Contacts

Contacts are for the purpose of obtaining, providing or clarifying information, following up on status of documents, and explaining regulations, procedures and requirements.

FACTOR 8. Physical Demands

The work is sedentary in nature but does require occasional walking, bending, and stooping when using files. Some travel may be required

FACTOR 9. Environment

The work is performed in an office setting.

REASON FOR THIS POSITION

1. NEW	2. IDENTICAL ADDITION TO THE ESTABLISHED PD NUMBER	3. REPLACES PD NUMBER
X		

D116063
**POSITION DESCRIPTION
COVER SHEET**

RECOMMENDED

MANAGEMENT ANALYST

6. PAY PLAN GS	8. SERIES 343	7. GRADE 12
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9. INCUMBENT (OPTIONAL)

OFFICIAL

10. TITLE
MANAGEMENT ANALYST

11. PP GS	12. SERIES 343	13. FUNC	14. GRADE 12	15. DATE	16. VA <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	17. CLASSIFIER DEL BREWER
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18. ORGANIZATIONAL STRUCTURE (Agency/Bureau)

1 st Department of Housing and Urban Development	6th
2 nd Assistant Secretary for Housing-FHC	6th
3 rd Deputy Assistant Secretary for single Family	7th
4 th Homeownership Center	8th

SUPERVISOR'S CERTIFICATION

I certify that this is an accurate statement of the major duties and responsibilities of the position and its organizational relationships and that the position is necessary to carry out Government functions for which I am responsible. This certification is made with the knowledge that this information is to be used for statutory purposes relating to appointment and payment of public funds and that false or misleading statements may constitute violations of such statute or their implementing regulations.

19. SUPERVISOR'S SIGNATURE <i>[Signature]</i>	20. DATE 7/15/97	22. SECOND LEVEL SUPERVISOR'S SIGNATURE	23. DATE
21. SUPERVISOR'S NAME AND TITLE Clas P. Retinas, Assistant Secretary for Housing-Federal Housing Commissioner		24. SECOND SUPERVISOR'S NAME AND TITLE	

FACTOR EVALUATION SYSTEM

FACTOR	25. FLD/BMK	25. POINTS	FACTOR	26. FLD/BMK	26. POINTS	
1. Knowledge Required	1-7	1250	6. Personal Contacts	3C	180	
2. Supervisory Controls	2-4	450	7. Purpose of Contacts			
3. Guidelines	3-4	450	8. Physical Demands	8-1	5	
4. Complexity	4-4	225	9. Work Environment	9-1	5	
5. Scope and Effect	5-4	225	TOTAL POINTS		2790	
					GRADE	12

CLASSIFICATION CERTIFICATION

I certify that this position has been classified as required by Title 5, US Code, in conformance with standards published by the DPM or, if no published standard applies directly, consistently with the most applicable published standards.

28. SIGNATURE <i>[Signature]</i>	30. DATE 7/16/97
29. NAME AND TITLE DEL BREWER Personnel Mgmt. Spec.	
32. REMARKS OPM/PCS, GS-343 Series, dtd 1/96 OPM/PCS, Admin. Anal. GEG. dtd 8/90	33. OPM CERTIFICATION NUMBER

**MANAGEMENT ANALYST
GS-343-12**

I. INTRODUCTION:

This position is located in the ^{SF Homeownership Center} ~~Program Support Staff~~ of the Office of ^{SF} Housing. The incumbent reports directly to the Director, ^{Operations & Contract Services Div} ~~Program Support Staff~~. Position functions include a wide range of resource management and the performance of comprehensive management and program analyses in support of management policies and practices. The incumbent provides recommendations for improvements, implementation and evaluation of program areas to achieve program goals.

The incumbent in this position performs analyses and makes recommendations for housing with respect to administrative contract work. The position works with a high degree of latitude and must make decisions independently. The incumbent has freedom to develop resources and obtain information needed to create mechanisms and materials to satisfy all requirements.

The Office includes Automation, Administrative Support, Management Services, Contract and Communications.

II. DUTIES AND RESPONSIBILITIES

- o Provides Human Resource administrative and management advice and assistance to managers, supervisors and employees.
- o Develops and implements Human Resources policies, programs and procedures for Housing personnel, i.e. GS, GM, WG, and SES.
- o Develops, manages, and/or coordinates hiring programs.
- o Surveys, develops, analyzes and assesses Housing training needs.
- o Determines needs; develops; manages and may presents actual training courses.
- o Performs management studies.
- o Develops, manages and writes computer program for various Housing tracking systems.
- o Manages, reviews and analyzes Housing Performance submissions.

- o Recommends approval of Housing training funds.
- o Tracks and recommends approval of training travel funds.
- o Develops, writes and disseminates administrative instructions, procedures and policies for Housing employees relative to resources and administrative support, i.e. Recruitment and staffing; position management and position classification; travel; time and attendance; payroll processing; training; employee performance and appraisal (EPPES & EPAS); merit pay; SES labor relations, and executive identification and development.
- o Exercises responsibility for equal opportunity programs.
- o Serves as the liaison between Housing and other programs offices.
- o Develops and implements affirmative action programs in Housing.
- o Develops the plans, programs and work analyses necessary to define, establish and implement administrative, personnel, control systems, work methods and procedures.
- o Performs extensive and in-depth reviews of management and support systems in operation or being developed to assure their progress and practicability and efficiency is relative to the overall goals and objectives of Housing.
- o Prepares, analyzes and evaluates manpower, administrative, financial, budget, and cost studies; evaluates opportunities for improvements in management systems; presents advice and recommendation for review and implementation.
- o Prepares and identifies various trend analyses situations, ratios and deviations, etc., as a result of the various analyses conducted for managers and supervisors.
- o May serve as team member or project leader in developing studies, requirements for automated systems, surveys, reviews and responsibility for interaction between managers and offices.
- o Performs on-going evaluation of various components of Housing resulting in improvement recommendations for operating efficiency and effectiveness.
- o Participates in the development and implementation of Housing-wide programs management, ADP control, and personnel management systems.

- o Conducts special cost-benefit analyses, studies, reports, surveys, inquires and evaluations.
- o Prepares oral and written reports and presentation; prepares graphs and charts that present clearly, concisely and effectively analytical results of evaluation and studies performed; provides staff support for formal presentation.
- o Prepares replies to inquires from members of the Congress, other government agencies, Field offices, contractors, and the general public on complex and substantive questions relating to Housing's operation on procedures.

III. FACTORS

1. KNOWLEDGE REQUIRED BY THE POSITION

Comprehensive knowledge of the Office of Housing Policies, including the National Housing Act, it's programs, activities and functions.

Comprehensive knowledge of modern ADP capabilities, including data base management, analysis and design techniques.

Extensive knowledge of Housing manuals and management systems.

Extensive knowledge of administrative, management, Human Resources and fiscal regulations as they related to the policies, functions and practices in Housing and the Department.

Knowledge of functions and principles of management analyses.

Extensive knowledge of Federal civilian personnel and employee programs, rules, regulations and practices.

Extensive knowledge of practices, theories, techniques and methodology of management analyses.

Indepth knowledge of the Department's structure, functions, procedures and practices.

Skills in gathering, assembling and analyzing complex facts drawing conclusions, and devising solutions to complex problems.

Ability to make oral and/or written reports; give presentations in a clear and concise manner.

Ability to gain cooperation as well as cooperate with other.

FACTOR 2. Supervisory Controls

Incumbent works under the general supervision. He/she performs assignments and tasks independently. Completed work is reviewed by the Director for conformance with HUD and Housing policy.

FACTOR 3. Guidelines

Guidelines include verbal and written instructions, Department Handbooks, Federal Personnel Manual, travel regulations, various computer manual and instruction books. Guidelines are not always available and the incumbent must often interpret those guidelines and instructions which are not always available, to meet the needs of Housing management.

FACTOR 4. Complexity

The work requires analytical studies of Housing's Administrative Human Resource needs, (e.g. Upward Mobility, Management Intern, space management, contracts, ADP equipment, etc).

FACTOR 5. Scope and Effect

The primary purpose of the position is to facilitate, direct and manage Housing's goals, and objectives. This includes providing information, advice, and recommendation to employees, managers and top officials.

FACTOR 6. Personal Contacts

Contacts are with personnel from offices throughout HUD, other Federal agencies, private contractors, associates within the incumbent's immediate office and organization.

FACTOR 7. Purpose of Contacts

Contacts are for the purpose of obtaining, providing or clarifying information, following up on status of documents, and explaining regulations, procedures and requirements.

FACTOR 8. Physical Demands

The work is sedentary in nature but does require occasional walking, bending, and stooping when using files. Some travel may be required.

FACTOR 9. Environment

The work is performed in an office setting.

REASON FOR THIS POSITION

1. NEW	2. IDENTICAL ADDITION TO THE ESTABLISHED PO NUMBER	3. REPLACES PO NUMBER
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D15512
**POSITION DESCRIPTION
 COVER SHEET**

RECOMMENDED

TITLE	4. PAY PLAN GS	5. SERIES 1101	6. GRADE 13
7. INCUMBENT (OPTIONAL)	Kelly-31		
8. OFF	Miller-33	Whitehead-14	
9. SINGLE	Singleton-16	Colon-34	
	Tetten-15	Merritt-32	
11. PP	12. SERIES	13. RUNC	14. GRADE
GS	1101		13
15. DATE	16. V/A	CLASSIFIER	
7-15-97		McClain-19 MCLane-02	
17. YES <input type="checkbox"/>	18. NO <input type="checkbox"/>	Lopez Snow-08	

11. ORGANIZATIONAL STRUCTURE (Agency/Bureau)

Department of Housing and Urban Development	GA Division
Assistant Secretary for Housing - FHC	Field Monitoring Review Br. 1
Deputy Assistant Secretary for single Family Housing	
Homeownership Center	

SUPERVISOR'S CERTIFICATION

I certify that this is an accurate statement of the major duties and responsibilities of the position and its organizational relationships and that the position is necessary to carry out Government functions for which I am responsible. This certification is made with the knowledge that this information is to be used for statutory purposes relating to appointment and payment of public funds and that false or misleading statements may constitute violations of such statute or their implementing regulations.

19. SUPERVISOR'S SIGNATURE	20. DATE	21. SECOND LEVEL SUPERVISOR'S SIGNATURE	22. DATE
<i>[Signature]</i>	7-15-97		
23. SUPERVISOR'S NAME AND TITLE		24. SECOND SUPERVISOR'S NAME AND TITLE	
Nolas P. Retinas, Assistant Secretary For Federal Housing Commissioner			

EVALUATION SYSTEM

FACTOR	25. FLD/BMK	26. POINTS	FACTOR	27. FLD/BMK	28. POINTS
1. Knowledge Required			6. Personal Contacts		
2. Supervisory Controls			7. Purpose of Contacts		
3. Guidelines			8. Physical Demands		
4. Complexity			9. Work Environment		
5. Scope and Effect			TOTAL POINTS		
					GRADE

CLASSIFICATION CERTIFICATION

I certify that this position has been classified as required by Title 5, US Code, in conformance with standards published by the GPM or, if no published standard applies directly, consistently with the most applicable published standards.

29. SIGNATURE	30. DATE
<i>[Signature]</i>	7-15-97
31. NAME AND TITLE	
Personnel Management Specialist	
32. REMARKS	33. GPM CERTIFICATION NUMBER
Grading Criteria: Classification Standard for Loan Specialist Series - GS-1145 and Personal Services and Industry Group GS-1101 Series.	

MASTER RECORD/ INDIVIDUAL POSITION DATA
THIS SIDE TO BE COMPLETED BY THE CLASSIFIER

KEY DATA

1. DEPT. CD/AGCY/CON-CD. (4) EU83	2. BSN (1)	3. MFR. NO. (8)	4. GRADE CD	5. DT. MOD. (8)
YEAR			13	

I. M. R RECORD

1. PAY PLAN (2)	2. DOC. SER. (4)	3. OCC. FUND. CD. (2)	4. OFF. TITLE CO. (1)	5. OFF. TITLE (38)
18	1101			SINGLE FAMILY HOUSING SPECIALIST
6. NO. P.D. CD. (1)	7. SUP. CD. (1)	8. CLASS. STR. CD. (1)	9. INTENSE. CD. (1)	10. DT. CLASS. (8)
2	8	X = New GCL Applied Mark - NA	Y = No Y = Inactive	05/30/96
11. ONLY REPT. CD. (1)	12. INACT/ACT (1)	13. DT. ABOL. (8)	14. DT. INACT/ACT (8)	15. AGENCY USE (11)
1 = Primary 2 = Secondary	3 = Foreign Bus. Blank = NA	1 = Inactive A = Active		
16. EXTENSE. SER. (4)				
(4)	(4)	(4)	(4)	(4)
17. EXTENSE. SER. (4)				
(4)	(4)	(4)	(4)	(4)

II. INDIVIDUAL POSITION

1. PLAN CD. (1)	2. FUC. USE. REG. (1)	3. POS. SCHED. (1)	4. JOB. SER. (1)	5. COMP. DEV. (4)
E - Enact N - Non-enact	4	A = Serial A B = Serial B C = Serial C	0 - Unassigned 1 = Serial A, B, C	6512
6. YEAR	7. WK. TITLE (20)			
1st	2nd	3rd	4th	5th
8. TARGET CD. (2)	9. LANG. REG. (2)	10. PROJ. DTY. NO. (1)	11. DUTY STATION (3)	12. BUS. CD. (4)
12		Mark = NA Y = Yes	State (2) City (4) County (5)	0015
13. DT. ABOL. (8)	14. DT. INACT. (8)	15. DT. MGR. (8)	16. DT. BY. (8)	17. POS. BY. (8)
18. CLASS. ACT. CD. (2) (1) = Blank = Activity and 2nd Digit = Agency				
Normal Act: 1 = Qual. Assmt, 2 = Sup. Assmt, 3 = Paper Rev., 4 = PMS/Activity Rev. Management Review Act: 5 = Qual. Assmt, 6 = Sup. Assmt, 7 = Paper Rev., 8 = Panel Rev. Results: 1 = No Action Req., 2 = Minor PD Change, 3 = New PD Req., 4 = Title Change, 5 = Data Change, 6 = Pos. Upgrade, 7 = Pos. Downgrade, 8 = New Pos.				
19. DT. EMP. ABOL. (8)	20. DT. ABOL. (8)	21. INACT/ACT (1)	22. INACT/ACT (1)	23. ACCTG. STAT. (4)
		1 = Inact. 2 = Act.		
24. CLASSIFIER'S SIGNATURE				25. DATE
26. REMARKS				

SINGLE-FAMILY HOUSING SPECIALIST, GS-13
FIELD MONITORING, QUALITY ASSURANCE DIVISION
REVIEW

I. INTRODUCTION

This position is located under the jurisdiction of the Chief, Field Monitoring Branch, Quality Assurance Division of the Homeownership Center, for the Deputy Assistant Secretary for Single Family Housing. The incumbent is recognized as an agency expert in the single-family housing field. The position is responsible for conducting on-site reviews of FHA approved lenders to determine their compliance with Title I and II requirements. This position requires the application of a very high level of skill in evaluation techniques and a very broad knowledge of the specific problems which are complex and difficult. The problem solution may be controversial demanding the ability to persuade and motivate responsible officials to change major program policies or procedures. The scope and impact of these assignments are of considerable significance to the management of the single-family housing program.

II. DUTIES AND RESPONSIBILITIES

A. Acts as HUD expert and advisor on the lender origination and servicing practices required for compliance with Title I and Title II, Fair Housing and RESPA. Employs judgement and initiative in the selection and interpretation of statutory, regulatory, handbook and other requirements that are applicable to the risk management function. Exercises judgement in interpreting and applying guidelines in responding to and solving problems and dealing with controversial issues.

B. Performs various periodic on-site reviews of Title I and Title II lenders to determine compliance with loan origination and servicing procedures and requirements, Fair Housing and RESPA. Analyzes data independently obtained from contact in HUD offices, the industry sources, local government offices and from the general public.

C. Identifies actions necessary for the correction of the lender's deficiencies, requiring compromise within the framework of risk management and cooperation between various Headquarters and field personnel.

D. Represents the Department in negotiations with industry representatives when discussing alternatives necessary for compliance with program requirements. Ensures that appropriate action is taken to correct inadequacies. Recommends further action to the Branch Chief if appropriate, and follows-up on corrective actions.

-2-

E. Recognizes facts and evidence and is able to assemble, correlate and analyze data obtained in reviews and investigations. Prepares correspondence, technical back-up documentation, status reports, schedules and other information for referral to the Branch Chief and/or HUD Headquarters for action or implementation. Writes in a concise, clear manner and fully documents all reports. When appropriate, prepares referrals for administrative or enforcement action.

F. Identifies and formulates plans or policies for insured programs relating to risk management and participant monitoring. Recommends amendments to statutes, regulations and handbooks. Participates in establishing HUD policy and procedure formulation affecting lenders, for the Headquarters Office of Lender Activities and Program Compliance.

G. Investigates and gathers evidence for use by the Branch, Division and/or HUD Headquarters in administrative proceedings, civil cases and criminal referrals. Seeks out individuals to serve subpoenas or conducts interviews. Participates as a government witness in administrative, civil or criminal cases, or cases brought by other Federal and State agency.

II. SUPERVISION RECEIVED

This position is under the Chief, Field ^{REVIEW} Monitoring Branch of the Quality Assurance Division in the Homeownership Center. The incumbent will work independently or in conjunction with other SF Specialists. Completed work is evaluated in terms of overall effectiveness in achieving program objectives and for soundness of judgement. The incumbent operates independently, resourcefully and with minimal supervision. The incumbent may be located in the Homeownership Center, or stationed at a field office in a city under the jurisdiction of that Homeownership Center.

EVALUATION STATEMENT

TITLE, SERIES, AND GRADE: Single Family Housing Specialist
GS-1101-13

The GS-1101 series is considered appropriate because the duties and assignments are not specifically included in one particular series.

BACKGROUND: This is a projected position in the HUD Homeownership Center, in Field Monitoring Branch. The incumbent is responsible for conducting on site reviews of FHA lenders to determine compliance to federal programs. The center is responsible for single family housing for approximately a 25 state area.

GRADE DETERMINATION:

This position is considered comparable to the following:

PROGRAM SPEC. GUIDE

Nature of Assignments---Providing authoritative advice on program content to officials of state and local agencies and assisting them in setting up new programs where related precedents or guidelines are unavailable. A GS-13 spec. is a recognized agency expert in their particular field.

Supervisory Controls---Supervisor provides no guidance in development of plan, but does approve priorities, schedule and staff.

POLICY ANALYSIS GRADE EVALUATION GUIDE

Consider to be a professional authority in specific area and is frequently required to apply their expert knowledge and skill to complex problems. Responsible for providing policy analysis in specific specialty utilizing comprehensive subject matter knowledge, identifies and performs analyses of issues and develops options and alternatives by providing indepth technical analyses.

CONCLUSION:

This position is classified as a Single Family Housing Specialist, GS-1101-13.

800187

REASON FOR THIS POSITION

1. NEW 2. IDENTICAL ADDITION TO THE ESTABLISHED PD NUMBER 3. REPLACES PD NUMBER

POSITION DESCRIPTION COVER SHEET

4. **RECOMMENDED**

5. **HOUSING PROGRAM SPECIALIST (OUTSTATIONED)**

6. PAY PLAN **GS** 8. SERIES **1101** 7. GRADE **13**

8. WORKING TITLE (Optional) _____ 9. INCUMBENT (OPTIONAL) _____

OFFICIAL

10. TITLE **Housing Program Specialist**

11. PP GS	12. SERIES 1101	13. FUNC	14. GRADE 13	15. DATE 8-10-98	16. I/A <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	17. CLASSIFIER A. Elizabeth Simons
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8. ORGANIZATIONAL STRUCTURE (Agency/Bureau)

6th **HUD-Housing**

8th **DAS for Single Family Housing**

7th **Single Family Homeownership Center**

8th **Outstationed throughout various locations**

SUPERVISOR'S CERTIFICATION

certify that this is an accurate statement of the major duties and responsibilities of the position and its organizational relationships and that the information is necessary to carry out Government functions for which I am responsible. This certification is made with the knowledge that this information is to be used for statutory purposes relating to appointment and payment of public funds and that false or misleading statements may constitute violations of such statute or their implementing regulations.

19. SUPERVISOR'S SIGNATURE **A. Elizabeth Simons** 20. DATE **8/10/98**

21. SUPERVISOR'S NAME AND TITLE **Director, Homeownership Center**

22. SECOND LEVEL SUPERVISOR'S SIGNATURE _____ 23. DATE _____

24. SECOND SUPERVISOR'S NAME AND TITLE _____

FACTOR EVALUATION SYSTEM

FACTOR	25. FLD/BMK	26. POINTS	FACTOR	25. FLD/BMK	26. POINTS	
Knowledge Required			6. Personal Contacts			
Supervisory Controls			7. Purpose of Contacts			
Guidelines			8. Physical Demands			
Complexity			9. Work Environment			
Scope and Effect			TOTAL POINTS			
					GRADE	13

CLASSIFICATION CERTIFICATION

certify that this position has been classified as required by Title 5, US Code, in conformance with standards published by the OPM or, if no published standard applies directly, consistently with the most applicable published standards.

29. SIGNATURE **A. Elizabeth Simons** 30. DATE **8-10-98**

31. NAME AND TITLE **Elizabeth Simons, Sup. Personnel Mgmt. Spec**

32. REMARKS **1st promotion potential GS-13**

33. OPM CERTIFICATION NUMBER **OPM Std 1173 d/c 9/84**

Housing Program Specialist, GS-1101-13

(Homeownership Center,

Outstation

I. INTRODUCTION

This position, located in the HUD Homeownership Center (HOC), in the Field is primarily responsible for the proper support of Single Family program activities of the Department of Housing and Urban Development, Office of Single Family Housing. The incumbent is responsible for construction and appraisal complaint resolution; contract monitoring of Real Estate Owned (REO) property inspections, closing agents, appraisers and Management and Marketing (M&M); conducting property inspections of REO properties; monitoring REO mission properties; on-site inspections for Single Family mortgage insurance programs; technical support in local industry training, program implementation, housing counseling and assists in the design implementation of specific local affordable housing programs; HOC liaison activities with the Community Builders and others; and providing Business Operations Plan (BOP) and technical support to the Community Builders and others.

II. MAJOR DUTIES AND RESPONSIBILITIES

As a Senior Housing Program Support Specialist, the incumbent is HUD's expert and advisor on aspects of the programs administered by the Office of Single Family Housing. As Single Family Housing's primary contact and program support person, the incumbent's duties and responsibilities include:

- Single Family construction and appraisal complaint resolution with particular emphasis on 518(a) construction complaints and complaints on appraisals.
- Contract monitoring as a contract monitor, Government Technical Representative (GTR), or Government Technical Monitor (GTM) for an array of contracts that may include M&M, REO property inspections, and closing agents.
- Inspections of REO properties.
- Monitoring of REO mission properties and participants to include properties sold to police officers (Officer Next Door), nonprofits, and local government agencies.
- On-site inspections of condominiums and planned unit developments seeking approval, on-site reviews of appraisals, 203k inspections and new construction field reviews.

- Technical support for design implementation of specific local affordable housing programs, local industry training, new/revised program implementation, and housing counseling technical assistance and monitoring grants.
- BOP and technical support to Community Builders and others.
- Traveling extensively throughout the assigned area to develop and maintain liaison activities with Community Builders, contractors supporting Single Family Housing's activities, clients and customers, Housing partners, and others.
- Establish program support goals, objectives and strategies with HOC's staff tailored to the needs and demands of the area assigned and incorporated into the HOC's operational activities.

III. FACTORS

1. Knowledge Required

- Expert knowledge of Single Family's structure, mission, policies, programs, functions, and their organizational relationships.
- Expert knowledge of work and task distribution to improve efficiency in program support activities.
- Comprehensive knowledge of work and task distribution to improve efficiency of program support activities and operations.
- Extensive knowledge of analytical and evaluative methods.
- Expert understanding of how HUD's programs are administered.
- Ability to determine program support activities are appropriate, evaluate for their efficiency, and determine how to design/redesign to meet the program's mission and goals.
- Ability to make complex formal and informal presentations.
- Ability to communicate with diverse partners and customers, and cohorts both oral and by written means.

2. Supervision Received

- The incumbent is under the general supervision of the _____ Chief. The incumbent schedules and carries out projects concerned with the planning, coordination,

implementation, analysis, and evaluation of program support efforts for Single Family Housing programs. The incumbent and supervisor develops a mutually acceptable project plan which typically includes identification of the work to be done, the scope of the project, and deadlines for its completion.

- Completed projects, evaluations, reports, or recommendations are reviewed by the supervisor for compatibility with organization goals, guidelines, and effectiveness in achieving intended objectives. Completed work is also reviewed critically outside the incumbent's immediate office by staff and line management officials whose programs and employees would be affected by the implementation of the recommendations.

3. Guidelines

Guidelines used include HUD's General Accounting Office, Office of Management and Budget, Treasury manuals and other related materials. Guidelines require considerable adaptation and/or interpretation for applications to issues and problems studies. Within the context of broad regulatory guidelines, the incumbent may refine or develop more specific guidelines or methods for the implementation of program support activities, programs or methods and improve the effectiveness in the administration of such activities.

4. Complexity

Assignments require detailed plans and goals for implementing a specific program support strategy and/or developing criteria to evaluate the effectiveness of the specific approach and procedure. Assignment may be diverse and unrelated and may require the incumbent to become especially conversant in a particular program, a partner's or customer's needs, or a specific technique or strategy. Such will require independent research, assessing many issues, and then developing a proposed course of action as the result of reviewing various alternatives. Successful execution of the tasks are dependent upon the incumbent's ability to initiate, direct, coordinate, and perform various complex and difficult tasks.

5. Scope and Effect

The purpose of the work is to develop, plan, coordinate, initiate, monitor, and evaluate the effectiveness of the program support efforts for Single Family Housing programs. Such work involves a focus on the delivery of program benefits or services at the operating level.

6. Personal Contacts

Personal contacts include co-workers, managers, and supervisors throughout the HUD organization, personnel and officials from other Federal, state and local agencies, staff and clients of non-profit organizations, community leaders, professionals of lending institutions, educational organizations, trade organizations, and other commercial entities.

7. Purpose of Contacts

Contacts are for the purpose of obtaining, providing, or clarifying information, gathering facts, resolving issues, coordinating and devising new or revised program support strategies for Single Family Housing's systems or programs.

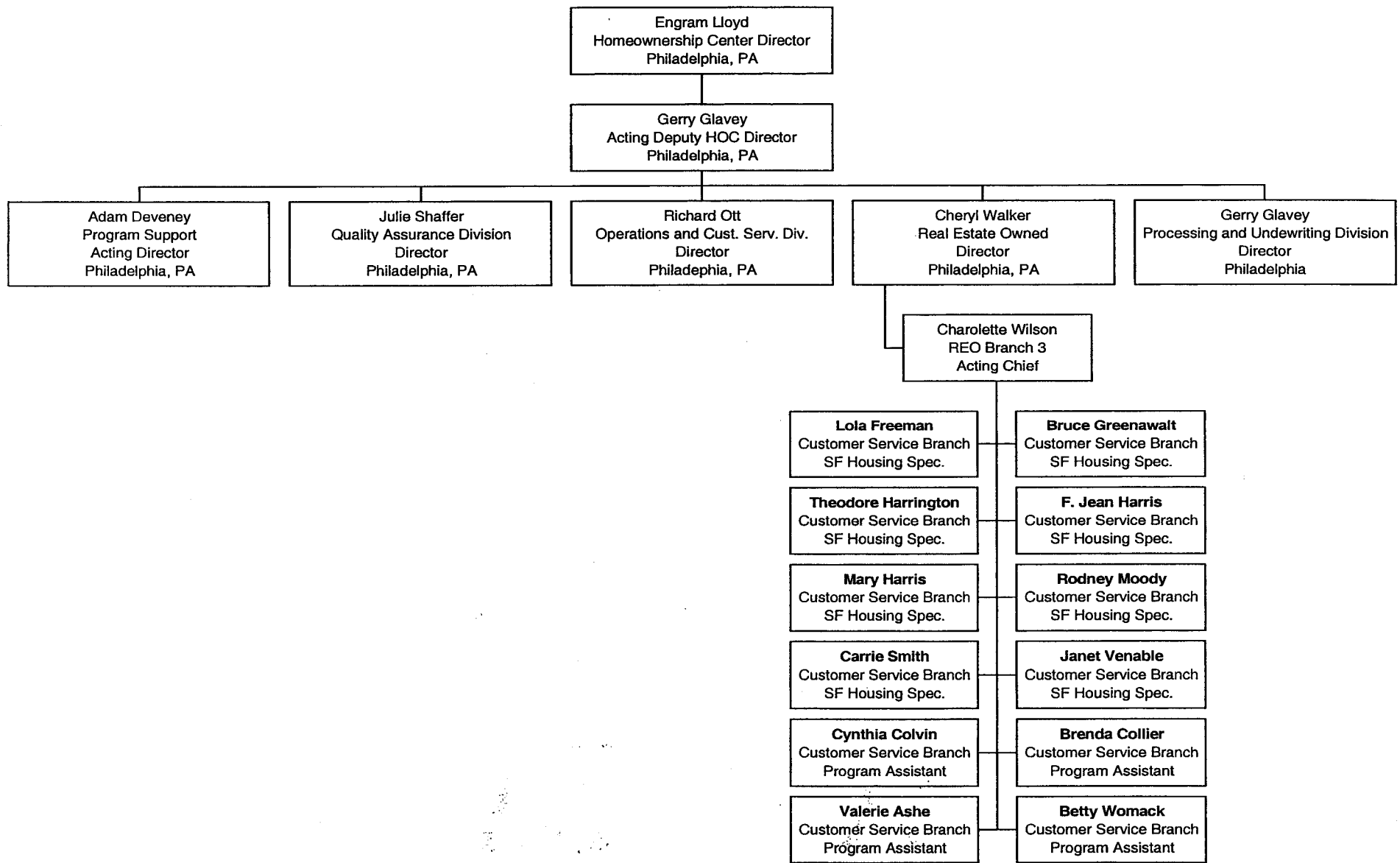
8. Physical Demands

The work is primarily sedentary, although some slight physical effects may be required.

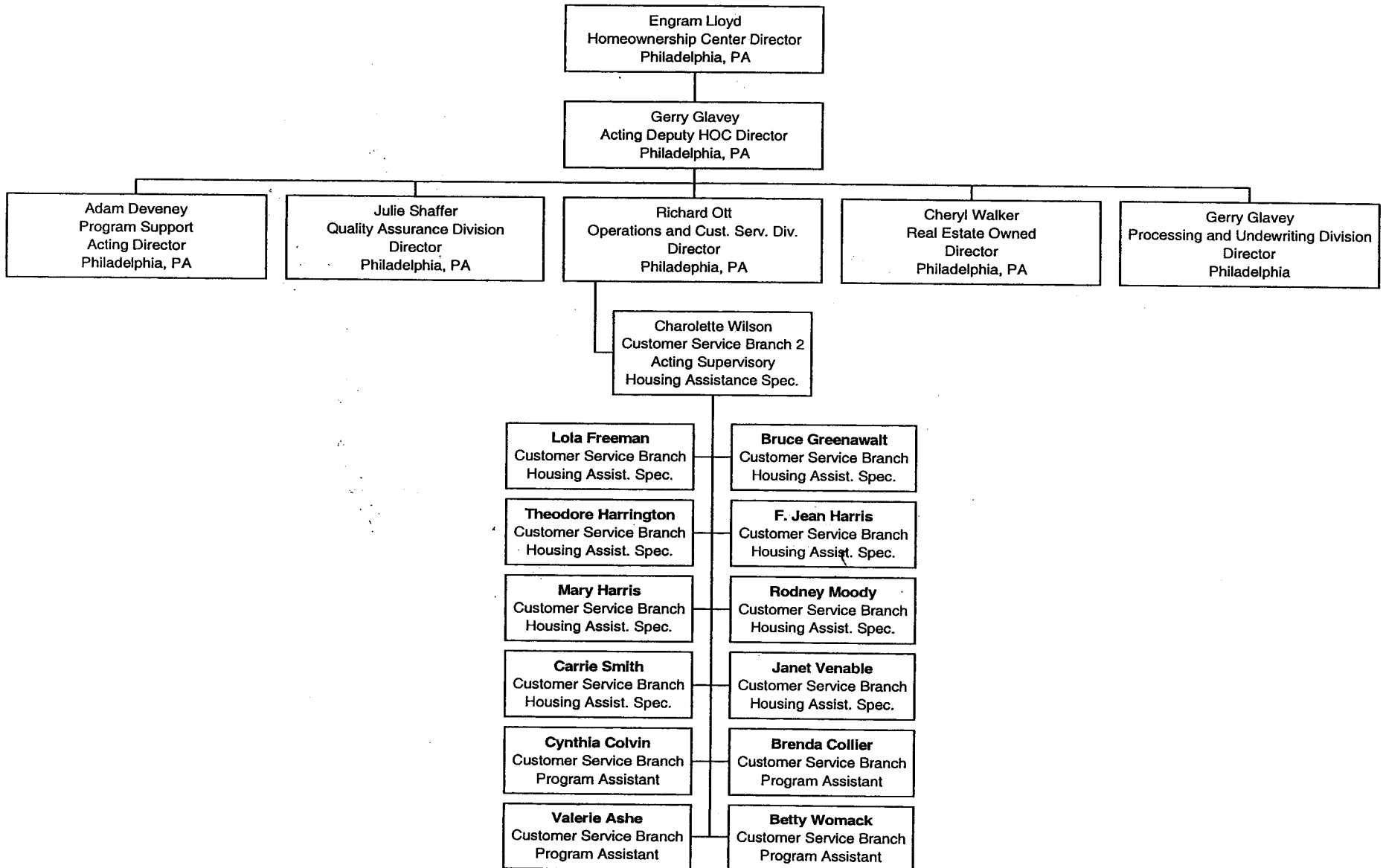
9. Work Environment

The work is performed in an adequately lighted and climate controlled office and in the field. Some travel is required.

Single Family Housing Philadelphia HOC Proposed



Single Family Housing Philadelphia HOC Current



Atlanta Homeownership Center

Charles Gardner
HOC Director

N. Daniel Rogers III
Deputy HOC Director

Richard Davis
Director
Operations and Customer Service Division

Gayle Knowlson
Director
Program Support Division

Debra Robinson
Director
Processing and Underwriting Division

Verlon Shannon
Director
Quality Assurance Division

Janice Cooper
Director
Real Estate Owned Division

Operations & Customer Service Division - Current

Davis, Richard M.	Director
Woods, Mary A.	Prog Suppt Asst (OA)
Caro, Ada V.	Supv. Hsng Asst. Spec
Clubb, Patricia A.	Hsng Assistance Spec
Harris, Edward	Hsng Assistance Spec
Harris, Linda	Hsng Assistance Spec
Williams, Diana	Hsng Assistance Spec

Customer Service Branch 1
Chicago

Walls, William	Branch Chief
Ingram, Deborah	Hsng Assistance Spec
Reid, Linda S	Hsng Assistance Spec

Customer Service Branch 2
Columbia

Lowery, Cynthia G	Acting Branch Chief
Jackson, Linda J	Hsng Assistance Spec
Jenkins, Patti C	Hsng Assistance Spec
Stewart, George	Hsng Assistance Spec
Bell, Joan	Prog Asst (OA)
Hiers, Sheryl O	Prog Asst (OA)
Lovely, Delores	Prog Asst (OA)

Customer Service Branch 3
Tampa

Gadsden, Rosemary	Branch Chief
Wysocki, Joanna C	Hsng Assistance Spec
Conley, Mary A	Prog Asst (OA)
Falck, Cynthia A	Prog Asst (OA)

Operations Support Branch
Atlanta

Vacant	Public Trust Spec
Powell, Stephen H.	Mgmt/Prog Analyst
Rooker-Nance, Christine	Public Trust Spec
Burton, John F.	Information Specialist
Neal, Jerald	Information Specialist
Spell, Catherine A.	Mgmt/Prog Analyst
Ledlow-Dorsey Joyce	Management Analyst

Operations & Customer Service Division - Proposed

Davis, Richard M.	Director
Woods, Mary A.	Prog Suppt Asst (OA)
Caro, Ada V.	Management Analyst
Clubb, Patricia A.	Hsng Assistance Spec
Williams, Diana	Hsng Assistance Spec

Operations Support Branch
Atlanta

Vacant	Public Trust Spec
Powell, Stephen H.	Mgmt/Prog Analyst
Rooker-Nance, Christine	Public Trust Spec
Burton, John F.	Information Specialist
Neal, Jerald	Information Specialist
Spell, Catherine A.	Mgmt/Prog Analyst
Ledlow-Dorsey Joyce	Management Analyst

Program Support Division - Proposed

Knowlson, Gayle F.	Director
Barnes, Shirley	Program Assistant

Field Operations Branch 1

Hogans, E. Carolyn	Branch Chief	Atlanta
Robinson, Belinda	Supv. Hsng Prog Spec	Chicago
George, Marjorie	Supv. Hsng Prog Spec	Memphis
Harvey, Sheri G.	Hsng Prog Spec	Atlanta
Jackson, Denise	Hsng Prog Spec	Atlanta
Willey, Jason	Student Trainee	Atlanta
Ware, Laveta	Prog Supp Asst (OA)	Atlanta
Dailey, Phyllis A	Hsng Prog Spec	Chicago
Davis, Earl J	Hsng Prog Spec	Chicago
Free Jr, Robert E	Hsng Prog Spec	Chicago
Gawlik, Ronald W.	Hsng Prog Spec	Chicago
Hughey, Sheila C	Hsng Assistance Spec	Chicago
Jackson, Margaret	Hsng Prog Spec	Chicago
Matro, Fernando R	Hsng Prog Spec	Chicago
Willis, Lorraine	Hsng Prog Spec	Chicago
Melendez, Linda D	Hsng Prog Spec	Chicago
Nibbe, Terry L	Hsng Prog Spec	Chicago
Perry, Jacqueline	Hsng Prog Spec	Chicago
Ingram, Deborah	Hsng Prog Spec	Chicago
Reid, Linda S	Hsng Prog Spec	Chicago
Goodman, Marion E	Hsng Prog Spec	Knoxville
Reginelli, Cathy	Hsng Prog Spec	Memphis
Jackson, Willie E	Hsng Prog Spec	Memphis
Lyles, Bobbie R	Hsng Prog Spec	Memphis
Lofton, Cleotra	Hsng Prog Spec	Nashville
Greif, Nancy	Hsng Prog Spec	Nashville
Reid, Faye	Hsng Prog Spec	Nashville

Field Operations Branch 2

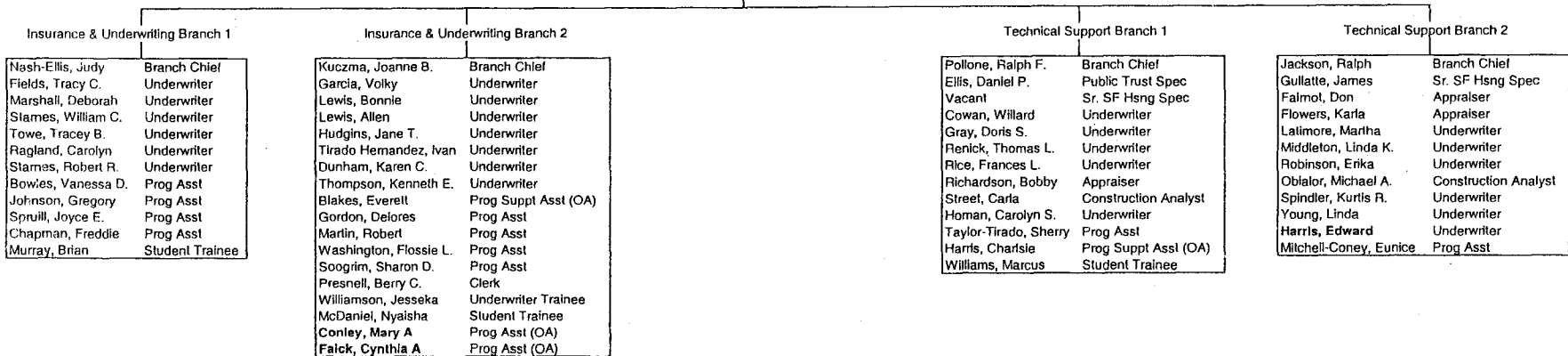
Trembley, Ruth A.	Branch Chief	Atlanta
Klee, Andrew A	Supv. Hsng Prog Spec	Indianapolis
Delgado, Margarita M.	Supvy Hsng Prog Spec	San Juan
Phillips Conni E.	Hsng Prog Spec	Atlanta
Johnson, Vickie	Hsng Prog Spec	Atlanta
Harris, Linda	Hsng Prog Spec	Atlanta
Nix, Carol	Housing Program Officer	Birmingham
Creeel, Deborah A	Hsng Prog Spec	Birmingham
Alcorn, Floyd	Hsng Prog Spec	Indianapolis
Spraggins, Robert	Hsng Prog Spec	Indianapolis
Buck, Ginger	Hsng Prog Spec	Jackson
Blake, Ralph A	Hsng Prog Spec	Jackson
Lopez, Jose'	Construction Analyst	San Juan
Rosas Zambrana, Olga	Hsng Prog Spec	San Juan
Lopez, Olga M.	Prog Suppt Asst (OA)	San Juan
Penick, Robin	Hsng Prog Spec	Louisville

Field Operations Branch 3

Ellison, David P.	Branch Chief	Atlanta
Snelling, William J.	Supv. Hsng Prog Spec	Columbia
Helwig, Dennis L.	Supvy Hsng Prog Spec	Miami
Gadsden, Rosemary	Supvy Hsng Prog Spec	Tampa
Allen, Rachel	Hsng Prog Spec	Atlanta
McKayhan, Monica	Hsng Prog Spec	Atlanta
Johnson, A. Carol	Prog Asst	Atlanta
Beaufort, Arthur	Hsng Prog Spec	Columbia
Gaillard, Charles	Hsng Prog Spec	Columbia
Mefford, Janet S.	Hsng Prog Spec	Columbia
Scott, Pamela D	Hsng Prog Spec	Columbia
Stone, Vee Ann	SF Hsng Prog Spec	Greensboro
Andrews, Gene	Hsng Prog Spec	Greensboro
Hardy, James C	Hsng Prog Spec	Jacksonville
Dillard, Frank	Construction Analyst	Miami
Rentas, Raquel	Hsng Prog Spec	Miami
Schultz, John F	Hsng Prog Spec	Orlando
Thomas, Bobbie Q	Hsng Prog Spec	Orlando
Parrilla, Jose C.	Hsng Prog Spec	Tampa
Tisch, Mary J	Hsng Prog Spec	Tampa
Wysocki, Joanna C	Hsng Prog Spec	Tampa

Processing & Underwriting Division - Proposed

Robinson, Debra F.	Director
Robison Jr., William	Secretary (OA)
King, Kendel	SF Program Advisor
Reed, Robert	Prog Analyst (CHUMS Coord.)
Agosto, Debbie A.	Prog Analyst (CHUMS Coord.)
McBride, Carol	Prog Analyst
Smith, Helen	Senior Underwriter
Davis, Donna	Prog Analyst



Quality Assurance Division - Proposed

Shannon, Verlon E.	Director
Fogle, Donna M.	Prog Suppt Asst (OA)
Mestre, Matilde V.	Public Trust Officer

Field Operations Branch 2

Shearer, Kevin A.	Branch Chief	Atlanta
Kelly, Genny L.	SF Hsng Spec	Atlanta
Merritt, Steven A.	SF Hsng Spec	Atlanta
Norman, Donna	SF Hsng Spec	Atlanta
Nesbitt, Irene H.	SF Hsng Spec	Atlanta
Johnson, Marion A.	SF Hsng Spec.	Atlanta
Whitehead, Linda	SF Hsng Spec.	Memphis
Colon, Aida L	SF Hsng Spec	San Juan
Arnold, Mary C. (Joan)	SF Hsng Spec	Birmingham
Groce, Debra	SF Hsng Spec.	Indianapolis

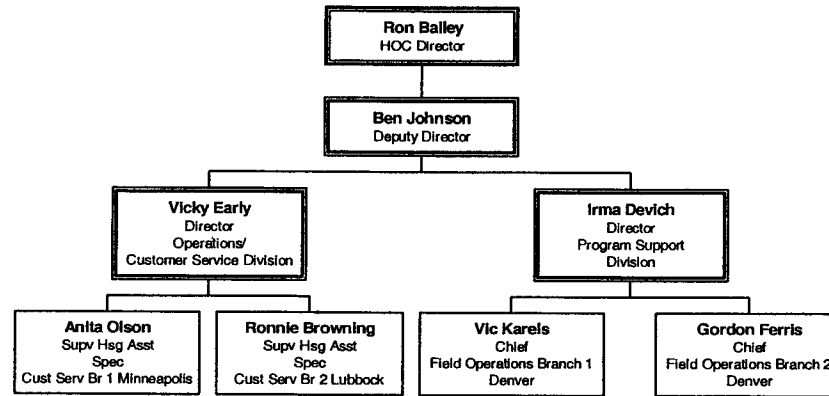
Field Review Branch 2

Edwards-Lee, Yvielle	Branch Chief	Atlanta
Terry, Hilda	Program Assistant	Atlanta
Whiteside, Barbara A.	SF Hsng Spec	Atlanta
Mcclain, Carolyne L.	SF Hsng Spec.	Atlanta
Pitti, Maria L	SF Hsng Spec	Jacksonville
Hutnick, Bernadette	SF Hsng Spec.	Miami
Pereira, Maria	SF Hsng Spec.	Miami
Shaw, Sylvia M	SF Hsng Spec	Miami
McLane, Chris	SF Hsng Spec.	Miami
Mair, Susan	SF Hsng Spec.	Orlando
Corson, Patricia	SF Hsng Spec	Orlando
Spitzer, Nikki	SF Hsng Spec	Tampa
Roque, Edward	Public Trust Spec	Tampa

Field Review Branch 3

Hellon, Macie	Branch Chief	Atlanta
Kittrell, Nora G.	Branch Chief	Atlanta
Martinez, Charles	Supvy SF Housing Spe	Chicago
White, Dennis	SF Hsng Spec	Chicago
Napier, Selonia	SF Hsng Spec	Atlanta
O Hara, John F.	SF Hsng Spec	Atlanta
Lafountain, Keene	SF Hsng Spec	Columbia
Stegall, Rosanne S	SF Hsng Spec	Columbia
Singleton, Augustus	SF Hsng Spec.	Columbia
Totten, Mildred Cooke	SF Hsng Spec.	Greensboro
Moore, Darnell	SF Hsng Spec.	Chicago
Birt, Angela R.	SF Hsng Spec.	Chicago
Lewis, Charlotte	SF Hsng Spec.	Chicago
Walls, William	SF Hsng Spec	Chicago

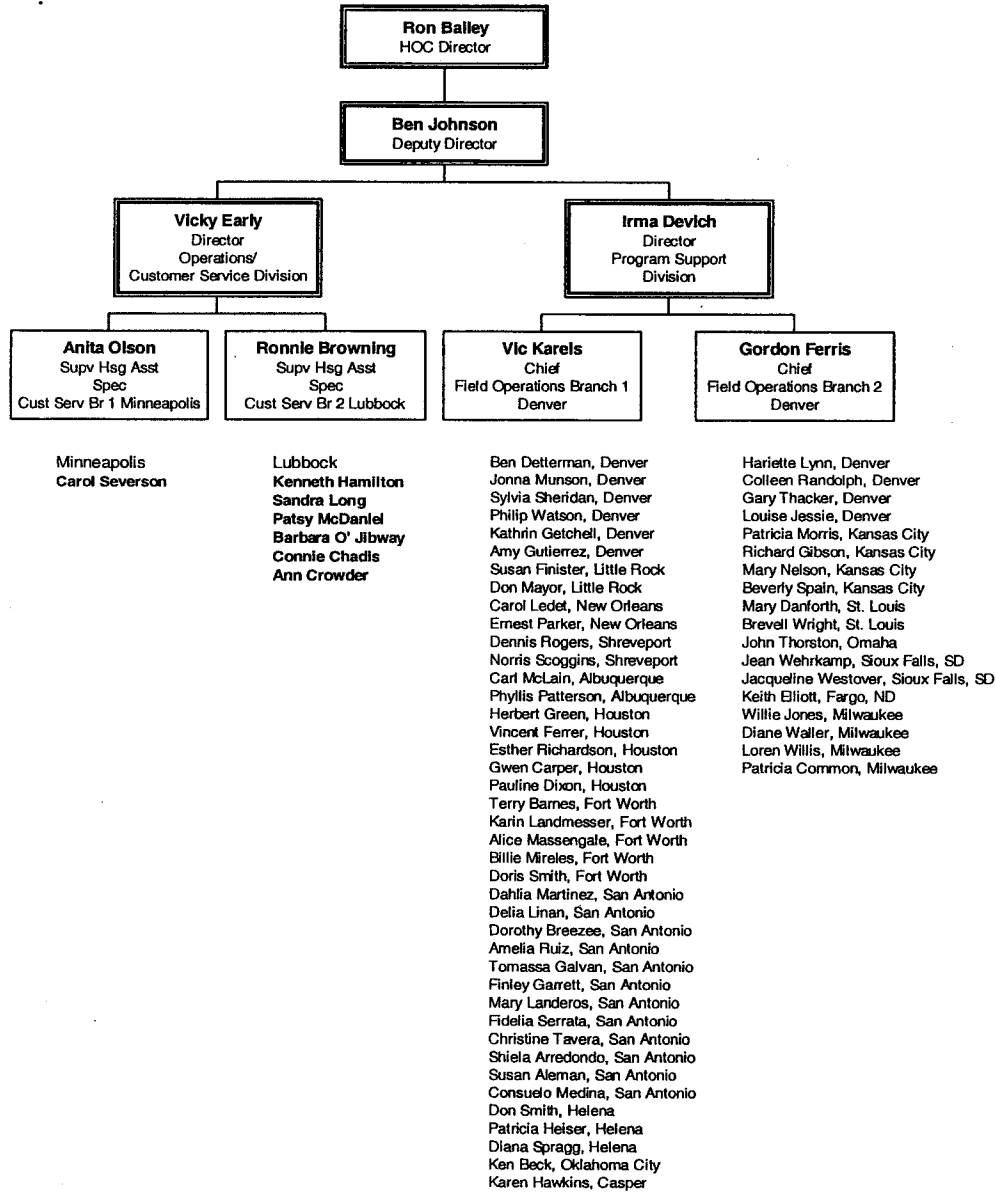
Single Family Housing Denver HOC
Proposed



Ben Detterman, Denver
 Jonna Munson, Denver
 Sylvia Sheridan, Denver
 Phillip Watson, Denver
 Kathrin Getchell, Denver
 Amy Gutierrez, Denver
 Susan Finister, Little Rock
 Don Mayor, Little Rock
 Carol Ledet, New Orleans
 Ernest Parker, New Orleans
 Dennis Rogers, Shreveport
 Norris Scoggins, Shreveport
 Carl McLain, Albuquerque
 Phyllis Patterson, Albuquerque
 Herbert Green, Houston
 Vincent Ferrar, Houston
 Esther Richardson, Houston
 Gwen Carper, Houston
 Pauline Dixon, Houston
 Terry Barnes, Fort Worth
 Karin Landmesser, Fort Worth
 Alice Massengale, Fort Worth
 Billie Mireles, Fort Worth
 Doris Smith, Fort Worth
 Dahlia Martinez, Fort Worth
 Delia Linan, San Antonio
 Dorothy Breezee, San Antonio
 Amelia Ruiz, San Antonio
 Tomassa Galvan, San Antonio
 Finley Garrett, San Antonio
 Mary Landeros, San Antonio
 Fidelia Serrata, San Antonio
 Christine Tavera, San Antonio
 Shielia Arredondo, San Antonio
 Susan Aleman, San Antonio
 Consuelo Medina, San Antonio
 Don Smith, Helena
 Patricia Heiser, Helena
 Diana Spragg, Helena
 Ken Beck, Oklahoma City
 Karen Hawkins, Casper
 Ronnie Browning, Lubbock
 Kenneth Hamilton, Lubbock
 Sandra Long, Lubbock
 Patsy McDaniel, Lubbock
 Barbara O'Jibway, Lubbock
 Connie Chadis, Lubbock
 Ann Crowder, Lubbock

Hariette Lynn, Denver
 Colleen Randolph, Denver
 Gary Thacker, Denver
 Louise Jessie, Denver
 Patricia Morris, Kansas City
 Richard Gibson, Kansas City
 Mary Nelson, Kansas City
 Beverly Spain, Kansas City
 Mary Danforth, St. Louis
 Brevell Wright, St. Louis
 John Thorston, Omaha
 Jean Wehrkamp, Sioux Falls, SD
 Jacqueline Westover, Sioux Falls, SD
 Keith Elliott, Fargo, ND
 Willie Jones, Milwaukee
 Diane Waller, Milwaukee
 Loren Willis, Milwaukee
 Patricia Common, Milwaukee
 Anita Olson, Minneapolis
 Carol Severson, Minneapolis

Single Family Housing Denver HOC
Current



Denver Homeownership Center

Ronald Bailey
HOC Director

Ben Johnson
Deputy HOC Director

Vicky Early
Director
Operations and Customer Service Division

Irma Devich
Director
Program Support Division

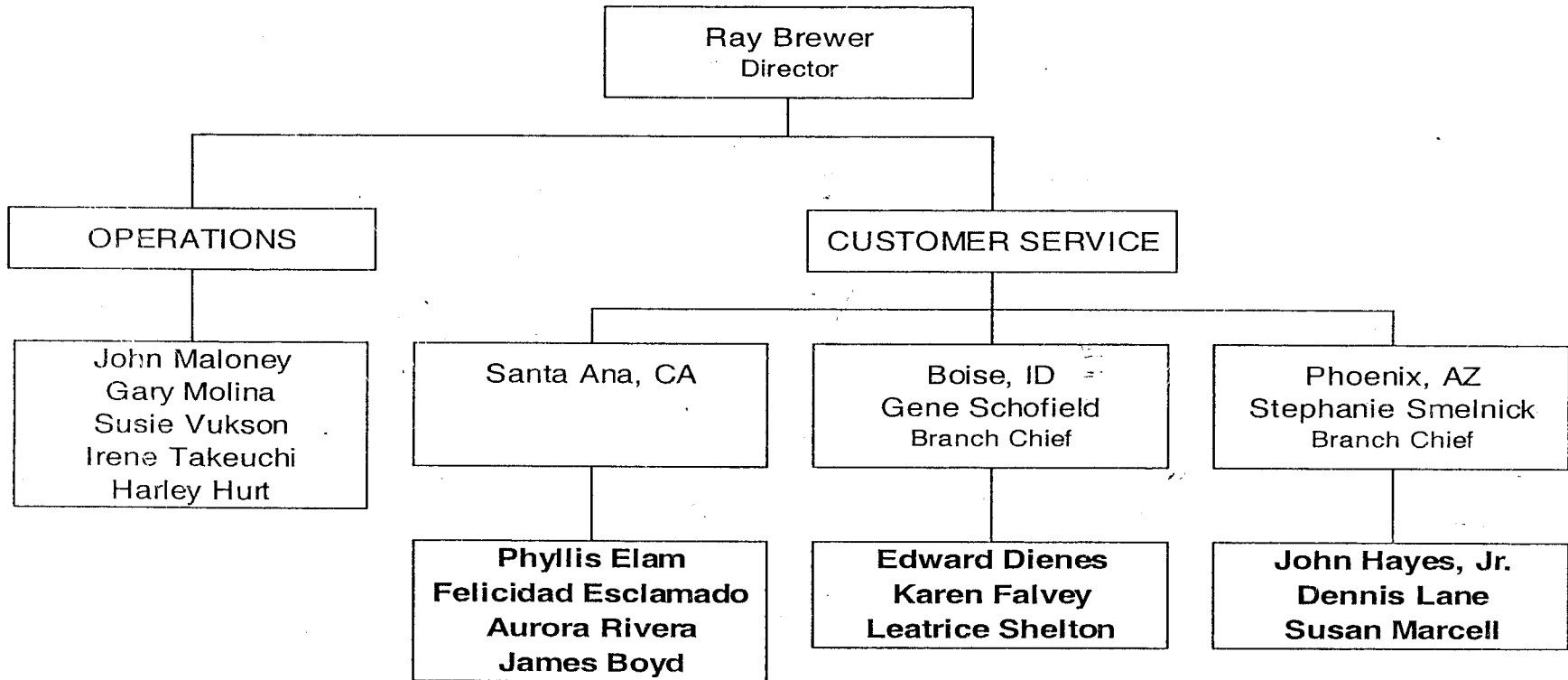
Jane Hall
Director
Processing and Underwriting Division

Byron Duplantier
Director
Quality Assurance Division

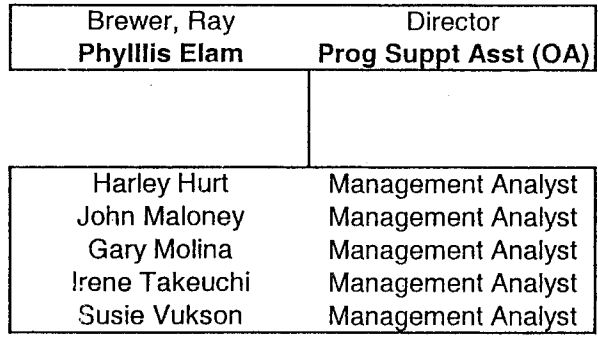
Nancy Sullivan
Director
Real Estate Owned Division

U.S. Department of Housing and Urban Development
SANTA ANA HOMEOWNERSHIP CENTER

Operations and Customer Service Division - Current



Operations Division Proposed Organizational Chart



PROGRAM SUPPORT DIVISION PROPOSED ORGANIZATIONAL CHART

