

POSITION DESCRIPTION

SENIOR ACCOUNT EXECUTIVE, GS-1101-14

SETID	HUD01	JOB CODE	HH0199	DATE	02/08/2006	OPM CERT #			
PAY PLAN	GS	SERIES	1101	GRADE	14	PAY BASIS	Per Annum	FUNC CLASS	NA
WORK TITLE	Senior Account Executive								
SPVY LEVEL	Other	POSITION SENSITIVITY	NCrit Sens	LEO POSITION		MEDICAL CHECK REQ.	No	BUS CODE	0015
FLSA	Exempt	PATCOB	Admin	EXECUTIVE DISCLOSURE	No	EMPL/FIN INTEREST	No	FUND SOURCE	
CLASSIFIER	Marlene D Thrash								
CLASS STANDARD	ADMINISTRATIVE ANALYSIS GRADE EVALUATION GUIDE; PRIMARY STANDARD								
DATE CLASSIFIED	02/08/2006								

MAJOR DUTIES

Senior Account Executive
GS-1101-14

This position is located in the Office of Insured Health Care Facilities, which administers Section 242 of the National Housing Act. Section 242 supports expanded affordable financing for health care facilities in America by providing insurance to enable health care institutions to reduce the cost of capital they need to modernize, renovate, or expand facilities. The effect of the insurance is to help institutions to remain financially viable so they may continue to serve the health care needs of their communities.

Major Duties and Responsibilities

1. Serves as a senior member or team leader of a Client Service Team and oversees the technical functions of the team. The team is FHA's point of contact for an applicant, insured, or assigned health care institution. It is responsible for providing quality client service and for exercising prudent and effective management in dealing with the business risks posed by the hospital(s) assigned. He or she serves as the voice of FHA in assisting mortgage lenders and hospitals in the complete spectrum of issues that arise in the course of business. The incumbent is responsible for maintaining a comprehensive and up-to-date knowledge of his or her assigned hospitals; for making participation attractive by providing quality customer service; and for exercising prudent and effective management in dealing with the business risks posed by customers. Specifically, the incumbent is responsible for:

Marketing the FHA insurance program to the hospital industry

Promptly and appropriately processing complex applications for insurance and coordinating review with the appropriate offices in the Department of Health and Human Services. Includes negotiating with applicants to arrive at terms acceptable to FHA.

Monitoring the activities of hospitals to assess financial performance and compliance and to evaluate the risks each institution poses to FHA

Assisting lenders and hospitals with routine business activities including interpretation of FHA guidelines

Identifying and assisting troubled hospitals or hospitals in danger of becoming troubled

Leading field reviews of hospitals

Coordinating with state health agencies and loan servicers in the monitoring of customers

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Maintaining a high level of customer service in communicating with and assisting customers, including keeping customers informed regarding the status of applications and requests

Promptly and appropriately processing requests from hospitals to engage in activities that require prior FHA approval

Developing changes in policies and procedures to improve customer service or better control FHA s risks

Maintaining current and accurate financial status of each assigned hospital and ensuring data systems accurately reflect their status

Advising junior team members in the handling of difficult cases or situations for which policies have not been clearly established.

When assigned, leading a multidisciplinary team of employees in responding to especially difficult cases or situations.

2. Assists superiors in developing a level of expertise in executing marketing strategies to attract additional applicants to the FHA program. Emphasis is on potential applicants in areas that will promote diversity in the insurance portfolio. Coordinates marketing efforts with HUD Field Offices.

3. Analyzes troubled customers to develop action plans for improving their financial condition. Recommends a strategy for FHA to pursue with each troubled customer. Recommendations may include such steps as imposing sanctions, requiring changes in institutional management, or entering into workout agreements. Forwards recommendations to management with rationale, supporting documentation, and pros and cons.

4. Serves as coach and mentor to junior team members and provides or arranges training and professional development for them.

5. Serves as Government Technical Monitor for contractor-performed reviews of the team s customers. This includes providing input to the Contracting Officer in terms of the scope and scheduling of each review, providing technical direction to the contractor, reviewing the contractor's work products for technical quality, and coordinating with the Government Technical Representative for the contract. Leads field reviews conducted by Center staff, including planning, on-site supervision, evaluation of staff performance, and preparation of reports.

6. Receives inquiries from potential customers and others pertaining to FHA requirements for obtaining insurance. Determines whether the projects in question fit within existing FHA guidelines. For those not in compliance with existing guidelines, provides analysis of the situation and uses initiative and discretion to determine if the situation can be accommodated within existing program parameters.

7. Reviews evaluates and makes determinations regarding new legal business structures, e.g. mergers, alliances, etc., in terms of their compliance with FHA requirements and customers' contractual obligations to FHA as well as the effect of such new structures upon FHA's insurance risks. Consults with the Program Support Division and legal counsel as needed in making such determinations.

FACTOR 1 - KNOWLEDGE REQUIRED BY THE POSITION

-Expert knowledge of health care facility financing practices, products, trends and profit structures
-Education and or experience in dealing with accounting, finance, and insurance of health care institutions.

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- Expert knowledge of FHA programs and processes.
- Expert knowledge of all factors relating to a health care institution that may expose FHA to unnecessary risk, such as financial stability, utilization trends, soundness of management, competitive place in its market, etc. The incumbent should understand the factors that would make participation in FHA programs attractive to potential customers or unattractive to current customers.
- Ability to resolve complex or controversial issues and or problems and provide advice and assistance on matters of equal difficulty.
- Skill and ability to make formal and informal presentations and ability to communicate with diverse partners and customers both orally and in writing.

FACTOR 2 - SUPERVISORY CONTROLS

The incumbent is under the supervision of the Asset Management Officer in the Office of Insured Health Care Facilities. The incumbent schedules and carries out the workflow from the mission and functions charged to the organization. Except in situations requiring major policy decisions or with other characteristics requiring the review approval of higher authority, the incumbent's work is performed without supervisory intervention. Finished work is considered as technically authoritative and is not normally reviewed in terms of technical content. Completed projects, evaluations, reports, or recommendations are reviewed by the supervisor for compatibility with organizational goals, guidelines and effectiveness in achieving intended objectives.

FACTOR 3 - GUIDELINES

Guidelines are HUD policies, precedents, and procedures and laws that provide a general outline of the concepts, methods, and goals of the Section 242 program. Written guidance does not adequately cover complex, controversial, or unusual cases. In order to accomplish the desired results, the incumbent is expected to consult statutes, regulations, and written policies as well as a large body of unwritten policies, precedents and practices that are not completely applicable to the case at hand and which deal with matters relating to judgment, efficiency and relative priorities rather than with procedural concerns. Incumbent uses initiative and ingenuity to deviate from standard processes and review procedures and conducts research to identify and develop new sources of unusual or hard to obtain data and innovative methods and techniques for handling cases with unique and complex characteristics, and propose new or revised policies.

FACTOR 4 - COMPLEXITY

The work involves various duties, projects, or studies requiring many different and unrelated processes, substantial depth of operational, market, and financial analysis, and significant departures from established procedures to evaluate mortgage insurance applications and to avoid mortgage defaults by financially weak hospitals in the portfolio. The incumbent must apply knowledge, reason and logic to arrive at a reasonable, workable and good decision. The incumbent must be able to work effectively with all levels of the office staff in order to promote harmonious cooperation between specialist.

FACTOR 5 - SCOPE AND EFFECT

The purpose of the work is to resolve critical or unusual problems for a broad range of complex applicants for insurance, client health care institutions, and other stakeholders. The incumbent must apply knowledge, reason and logic to arrive at a reasonable, workable and good decision. The incumbent approves and monitors a specific portfolio of applicant, insured, and assigned health care customers.

FACTOR 6 - PERSONAL CONTACTS

Personal contacts are with specialists and management officials within the Department and at the Department of Health and Human Services, community groups, non-profits, professional groups, state healthcare finance agencies and health departments, and groups from the hospital and mortgage banking industries. The incumbent maintains good working relationships with people doing business with the Department, and must use a high degree of tact and professional judgment.

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FACTOR 7 - PURPOSE OF CONTACTS

Contacts are to advise on and gain compliance with the FHA insurance program, provide technical assistance, exchange information, resolve differences, or enhance Departmental public relations.

FACTOR 8 - PHYSICAL DEMANDS

The work is primarily sedentary and requires no special physical demands. It may involve some walking, standing, bending, or carrying of light items.

FACTOR 9 - WORK ENVIRONMENT

Incumbent performs work in office or similar setting involving everyday risks or discomforts requiring normal safety precautions. The work area contains adequate light, heat, and ventilation.

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

EVALUATION STATEMENT

1-8	1550
2-5	650
3-5	650
4-5	325
5-5	325
6-3	60
7-3	120
8-1	5
9-1	5

Total 3690 = GS-14 (3605 - 4050)