

**POSITION DESCRIPTION**  
**ACCOUNT EXECUTIVE, GS-1101-12**

SETID	HUD01	JOB CODE	FH0995	DATE	05/21/2014	OPM CERT #			
PAY PLAN	GS	SERIES	1101	GRADE	12	PAY BASIS	Per Annum	FUNC CLASS	NA
WORK TITLE	Account Executive								
SPVY LEVEL	Other	POSITION SENSITIVITY	NCrit Sens	LEO POSITION		MEDICAL CHECK REQ.	No	BUS CODE	1120
FLSA	Nonexempt	PATCOB	Exceptn 6	EXECUTIVE DISCLOSURE	No	EMPL/FIN INTEREST	No	FUND SOURCE	Approp Fnd
CLASSIFIER									
CLASS STANDARD									
DATE CLASSIFIED	02/20/2014								

**MAJOR DUTIES**

ACCOUNT EXECUTIVE  
 GS-1101-12  
 PD#FH0995

**INTRODUCTION**

This position is located in the Asset Management Division in the Multifamily Hub or Satellite Office, and is supervised by the Branch Chief, Account Executive Team. The incumbent must possess extensive and detailed practical knowledge of a wide range of policies and procedures for servicing of the FHA multifamily mortgage insurance programs, the Section 202 and 811 Capital Advance programs, and the Section 8 Project Based programs. The incumbent should have knowledge of mortgage loan originations for FHA multifamily mortgage insurance programs. While acting as a representative of HUD and the Multifamily Hub Satellite Office, the position requires independent action in conducting investigations, making determinations, and recommendations that involve the FHA multifamily program areas.

**MAJOR DUTIES AND RESPONSIBILITIES**

Understand and evaluate new developments in the market place that could have a potential impact on the business and search for opportunities to enhance business practices to adapt to market changes. Provide recommendations to management on adjusting the business strategy to adapt to changing market conditions. Provide HUD staff, lenders and other stakeholders with excellent customer service.

Ensure that all policies and procedures are properly observed, all transactions are conducted with authorized personnel, all records and contracts are complete and up to date, and all customer position limits risk tolerances are observed.

Participate in team discussions, assist in the preparation of technical reports for management, represent the Office in discussions with key stakeholders, and provide lender profiles summaries on an `as needed; basis.

Assists less experienced members of the team.

Responsible for providing recommendations to the Branch Chief for all loan level and deal level credit decision making.

Works with Production staff to provide input on new loan applications, including information about market conditions, management agent and owner.

Provide information on the multifamily housing portfolio to various deal stakeholders, as needed.

Deliver accurate and timely loan and property level information to the various deal stakeholders such as rating agencies, trustees, special servicers, and bondholders.

Monthly monitoring of the Watchlist.

Monitor the portfolio for potential or imminent defaults and proactively communicate relevant pre-default information to the Owner Management Agent and mortgagee. When appropriate, recommend corrective actions and assist the Owner Management agent and mortgagee prepare a corrective plan of action to address the problems.

Monitor and communicate any potential operational risk to the supervisor.

Review and approve borrower requests related to leases, collateral releases substitutions, letters

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of credit, changes in property management, reserve holdback releases, loan extensions, interest rate reductions and loan modifications, and other project related requests.

Review loan covenants such as Loan to Value Ratio (LTV), Debt Service Coverage Ratio (DSCR), and Interest Service Coverage Ratio (ISCR) to determine that the risk attached to the mortgage loan does not unexpectedly deteriorate prior to maturity.

The incumbent formulates and issues, with supervisory approval, verbal and written instructions and procedures to the stakeholders including tenants, industry groups, HUD staff, owners and management agents, and provides instructions for non-routine or complex assignments. The incumbent explains published policies, procedures, regulatory and statutory requirements. The incumbent consults with the Office of General Counsel and senior management when needed.

The incumbent is considered a journey-level staff member who performs duties involving difficult and routine cases and develops solutions to issues. The incumbent explains work requirements, methods, and procedures, giving special instructions on difficult or different operations. The incumbent may be called upon to testify in State or Federal Court on matters within the incumbent's responsibility and sphere of knowledge.

Upon request of the supervisor, the incumbent performs technical reviews of work in progress or finished work products of colleagues for accuracy, adequacy, and soundness. The incumbent makes recommendations to the Branch Chief for improvement of work products, particularly where adherence to statutory or regulatory requirements may be questionable. The incumbent assists in estimating and reporting to the Branch Chief the expected time of completion of required work assignments.

The incumbent assists in providing on the job training to new Branch employees. This includes providing information on the established policies, procedures, and practices of the multifamily property being discussed as it relates to the work being accomplished. The incumbent identifies and recommends to the Branch Chief other formal and informal training needs.

Serves as the primary point of contact for projects assigned for owner management agent, tenants, Federal, State and local governmental agencies, congressional interests, other external organizations and senior level managers.

Responsible for maintaining a professional relationship with property sponsors, owners, management agents and other related parties and keeping them fully informed of identified issues and concerns, and their resolution, and any impact on the Department, tenants and related parties.

Assures that property participants' participation in the project is in accordance with all agreed business agreements. Resolves problems or issues in the most appropriate manner. When necessary, negotiate formal agreements on behalf of the Department.

Manage the transition of a project from Production to Asset Management insuring that all executed agreements are monitored in accordance with established policies and procedures. Responsible for monitoring lease-up, reviewing monthly accounting reports and other servicing requirements to insure that the property does not go into default.

Implements new policies, procedures and guidance in the development and oversight of a multifamily property.

Integrates all agency functions including underwriting (planning design review, cost engineering, appraisal, credit evaluation and approval), loan closing, construction, start-up and long term management systems and customer needs of assigned project into a comprehensive procedure within the scope of asset management.

Responsible for maintaining individual project timelines as they relate to the management plan goals. Participates in timeline programming decisions affecting long and short range courses of action for assigned projects.

Provides input to owners management agents on operating budgets established for the assigned of portfolio, as needed.

Oversees the assigned subsidized portfolio: Works with the Performance Based Contract Administrator (PBCA), Traditional Contract Administrator (TCA) and their subcontractor when appropriate to insure compliance with HUD requirements; process all contractually obligated paperwork for HUD-administered contracts including Project Rental Assistance Contracts (PRAC) properties; perform administrative oversight on the TCA and PBCA properties and provide feedback to the Contract Administrator Oversight Monitor (CAOM) regarding any noted performance issues.

Performs Management and Occupancy Reviews on properties in the assigned portfolio.

Review and analyze current and historic financial data; compares previous annual financial

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statements with recent financial information; review and analyze monthly accounting reports; analyze current operation expenses and project financial data to form the basis of approval or denial of the following actions; rent increases, refinancing, bond refunds, prepayments, modification agreements, interest rate reduction, transfers of physical assets, changes in the corporate charter and by-laws, substitution of mortgagors, reinstatements of mortgages, budgets submitted by cooperative housing projects, and recommendations for foreclosures and other matters presented. Provides supporting documentation and technical arguments as part of negotiations with legal and financial professionals who act on the project owner's behalf. Consults with the Department's Office of General Counsel (OGC) in reviewing and evaluating legal documents to ensure compliance with Departmental and other federal, state, and local regulations, requirements, statutes, and policies.

Analyzes all financial statements and project operations to determine current financial and physical strengths and weaknesses, and to identify unauthorized expenditures of funds, adequacy of reserves, and insufficient working capital and cash flow. Initiates and follows through on enforcement actions. When necessary, refer projects to the Departmental Enforcement Center for enforcement.

Works with sponsors, owners, management agents, and communities to assist in facilitating the development of Neighborhood Networks community learning centers and providing support for such tenant initiatives as crime control, clean-up days, day care availability, etc. Provides technical assistance to resident organizations, owners, management agents, for initiating and implementing resident involvement in the management and or purchase of HUD-Owned, HUD-Held, and Insured Multifamily Housing. Provide support for Service Coordinator program for properties in the assigned portfolio.

### FACTOR 1 - KNOWLEDGE REQUIRED BY THE POSITION: 1250 Points

Knowledge of and experience in commercial real estate specializing in multifamily housing

Knowledge of underwriting multifamily mortgage loans

Knowledge of Multifamily subsidy programs i.e. Section 8, PRAC, Rental Assistance Program, Rent Supplement

Aggregate portfolio management experience.

Strong oral and written communication skills.

Ability to perform financial analysis on a multifamily property.

Knowledge of HUD's statutes, regulations, and mortgage servicing policies and procedures relating to various multifamily housing program areas.

### FACTOR 2 - SUPERVISORY CONTROLS: 450 Points

Incumbent is under the direct supervision of the Branch Chief, who works with the incumbent to establish overall objectives and direction of work performed. Within this framework, the incumbent is expected to work independently in prioritizing and carrying out the assigned duties within office and branch policy, with completeness and accuracy. Controversial questions, highly sensitive matters and issues requiring a higher level of servicing and oversight are referred to the Senior Account Executive and or Branch Chief. The incumbent's work is not normally reviewed while in process, but is reviewed upon completion in terms of overall objectives of HUD policy, organizational goals, and objectives. Assignments may be received on an individual basis or as routine daily work assignments.

### FACTOR 3 - GUIDELINES: 450 Points

Standard reference books, HUD manuals, dictionaries, HUD releases and guidelines are available as needed for reference purposes. In order to accomplish the desired results, the incumbent is expected to consult and apply these references as well other existing policies, precedents, and practices which may not be completely applicable and specific to the work and deal with matters relating to judgment, efficiency and relative priorities rather than with procedural concerns. The incumbent will interpret, refine, and implement these guidelines for the improvement of effectiveness within the agency.

### FACTOR 4 - COMPLEXITY: 325 Points

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The incumbent applies practical knowledge of HUD multifamily housing programs and procedures to analyze, make sound decisions, and resolve issues within the assigned multifamily portfolio. The incumbent must apply knowledge, reason, and logic commensurate with the position.

**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**