

1. Position No. 32191, 81473, 81278, 81806	2. Descriptive Working Title Senior Mortgage Administrator		3. Present Classification Administrative Officer III
4. Department Lending & Legal	5. Branch/section Corporate Services	6. Work Location Telework Eligible	Date June 2018; Revised Aug 2021
7. Position No. of Supervisor 80136	8. Descriptive Work Title of Supervisor Supervisor Mortgage Administration		9. Classification of Supervisor Financial Officer IV
10. Job Summary:			

Reporting to the Supervisor Mortgage Administration, the Senior Mortgage Administrator is responsible for the mortgage portfolio for Provincial Rental Housing Corporation (PRHC) Group Homes and non-profit projects, sharing supervision duties with the Supervisor over a pool of Mortgage Administrators and ensuring the smooth operation of the Mortgage Administration Department. He/she/they prepares mortgages for take-out and renewal with lending institutions; coordinates mortgage renewals, assumptions and early prepayments of the Canada Mortgage and Housing Corporation (CMHC) mortgages; administers mortgage documents for social housing developments and for new home owners under the BC HOME Partnership programs and HousingHub Affordable Home Ownership Program; supervises the preparation of mortgage packages for interim financing; and administers the trust accounts. The incumbent provides guidance to the Mortgage Administrators with respect to the day to day administration of the mortgages, and leads the implementation and supervision of staff rotational cross-training. The position is also responsible for reviewing assignment and modification documents; responding to any inquiries from the new lender's solicitor; recommending policies and procedures; communicating and exchanging information with internal departments and external stakeholders; and providing administrative and financial assistance for the department as required.

11. Duties:

**1. Mortgage administration activities for social and affordable rental housing projects:**

- Monitors the mortgage portfolio for PRHC Group Homes and non-profit projects amounting to over \$2 billion.
- Facilitates the preparation of the more complex mortgage tender packages for new mortgages and renewal of existing mortgages with lending institutions with portfolio size of over \$200 million annually.
- Facilitates mortgage renewals with lending institutions by carrying out the following duties:
  - requesting and reviewing title, company and BC Assessment searches;
  - obtaining input from Operations on mortgage term and any issues for renewing the PRHC Group Home mortgages;
  - determining security documents, surveys, payout statement etc. required for the new lender;
  - ensuring all information and security documentation are accurate and complete;
  - recommending to apply trust account balance towards principal reduction and arranging pay down funds be remitted to the current lender;
  - generating spreadsheets and compiling additional information;
  - initiating recurring payments for the PRHC Group Home mortgages;
  - preparing correspondence and documents to the societies and lending institutions;

- communicating to internal departments on trust funds pay down and new loan details;
- updating Central Property System (CPS) with the updated security packages and the new loan details.
- Provides guidance to the Mortgage Administrators for facilitating and coordinating CMHC mortgage renewals.
- Monitors arrears in mortgage payments for CMHC mortgages and determines if a receivable is required to be set up for any delinquent account in BC HOUSING finance system.
- Reviews mortgage assignment and modification documents, responds to any inquiries from the new lender's solicitor, and forward the documents to BC HOUSING's legal counsel for execution.
- Responds to requests of early prepayment or assumption of the CMHC mortgages, reviews mortgage documents to determine eligibility of early prepayment and mortgage assumption; facilitating the necessary documents and if approved by CMHC, coordinating with CMHC, societies, solicitors and internal departments to complete the transactions.
- Reviews and approves the annual adjustments to the tax installment amount as recommended by the Mortgage Administrators for the CMHC mortgages where a tax account is held and ensures CPS and CMHC's General Subledger system (GSL) are updated accordingly.
- Recommends policies and procedures to achieve operation efficiency within the department.

**2. Supervises the preparation of mortgage packages for BC Housing's interim financing to Non-Profit Societies and the HousingHub under various programs, types, terms and purpose:**

- Trains and supports staff in preparing mortgage packages and ensuring that documents are in order prior to sending it to Legal Department.
- Supervises workload, prioritizes resources within the department based on stakeholder's work request.
- Communicates with Manager Lending Services, Development Managers, Senior Development Managers and BC Housing's legal counsels regarding outstanding issues, amendments and mortgage registration conditions precedent prior to preparation of mortgage package.
- Manages and prioritizes all incoming work requests from internal stakeholders/external borrowing parties and assigns work to appropriate staff.
- Monitors all internal mortgage trackers and reporting databases are updated accurately in a timely manner.

**3. Administers the trust account held by BC Housing for Non-profit societies (average balance of \$24 million):**

- Applies excess funds from capital budget towards mortgage principal at mortgage renewal maturity.
- Conducts quarterly review and reconciliation of trust accounts and provides updates to Accounting department.
- Reviews trust reports for Development Asset Strategies and Webfocus to ensure that it generates outstanding balances that are consistent to Accounting's quarterly report's final figures.
- Liaises with Development Asset Strategies, Accounting and IT to resolve any issues related to trust accounts.

**4. Execution and administration of down-payment assistance loans for the BC HOME Partnership program and the HousingHub Affordable Homeownership Program:**

- Oversees preparation and delivery of mortgage packages to BC Housing's Legal Counsel before deadlines.
- Prioritizes workload and allocates necessary resources.
- Prepares remittance of funding to BC Housing's Legal Counsel before closing date.
- Reconciles funding balance with Legal Counsel's records.
- Reviews final reporting mortgage packages from Legal Counsel after closing.

- Ensures data integrity and upload of relevant correspondence in BC Housing's system.
- Oversees the collection of monthly mortgage payments or full repayment of loans and related administration tasks.
- Communicates with BC Housing's Legal Counsel and Applicant Services to receive and share information.

**5. Supervision and development of Mortgage Administrators responsible for the BC HOME Partnership program and HousingHub Affordable Homeownership Program:**

- Assigns and monitors the work, ensuring tasks are accomplished and productivity is maintained.
- Provides guidance, training and support to team members.
- Provides input for performance evaluations and recommendations for further training as necessary.

**6. Leads implementation and supervision of staff rotational cross-training:**

- Supervises and coordinates cross-training to enable staff to perform a variety of time-sensitive reporting tasks.
- Oversees staff cross-training in mortgage package preparation, CMHC and other financial institution's mortgage renewals, assumptions, payouts, discharges, mortgage outstanding and trust confirmation, etc.

**7. Liaises and co-ordinates with internal and external stakeholders regarding the administration of mortgages:**

- Liaises with BC Housing's legal counsel or outside counsels regarding documentation processing for mortgage renewals tendered to lending institutions.
- Fosters strong, co-operative working relationships with non-profit societies, CMHC, Aboriginal Housing Management Association, ministries and other BC Housing's internal departments.

**8. Performs other related duties that do not affect the nature of the job, including participating on project task teams or assisting with special assignments.**

**STAFFING CRITERIA**  
BCGEU - ALL SERIES

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4. Education, Training and Experience		

Advanced diploma in financial, legal, business administration or other relevant field.

Considerable progressive experience in the field of mortgage administration.

Sound supervisory experience in a unionized environment including coaching, motivating and developing staff.

or an equivalent combination of education, training and experience acceptable to the employer.

5. Knowledge, Skills and Abilities
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**Core Competencies:**

- Personal Effectiveness
- Communication
- Results Oriented
- Teamwork
- Service Oriented

**Leadership Competencies:**

- Alignment & Results
- Relationship Building/Management
- Team Development

- Considerable knowledge and understanding of the principles and practices of mortgage administration and sound business practices
- Considerable knowledge and understanding of mortgage financing, legal terminology and security documents
- Ability to learn and understand the Commission's programs as they relate to mortgage administration
- Ability to exercise attention to detail and proficiency with figures
- Ability to exercise good judgement and initiative, be results focused and make effective decisions
- Ability to plan, meet deadlines and adapt to changing priorities in order to manage a heavy workload without compromising quality of work
- Ability to work independently with minimal supervision
- Ability to lead, train, coach and motivate staff in a team setting
- Strong investigative and problem solving skills
- Strong project administration/tracking skills
- Excellent oral and written communication skills
- Excellent interpersonal and customer service skills
- Proficient in the use of computer applications including Microsoft Word, Excel and BC OnLine

6. Occupational Certification:
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