



**Code: 1987**  
Family: Accounting and Finance  
Service: Administrative  
Group: Statistical, Technical, and Mercantile  
Series: Urban Development

---

## **CLASS TITLE: LOAN PROCESSING OFFICER**

### **CHARACTERISTICS OF THE CLASS**

Under general supervision, assists residential or commercial property owners in applying for financial assistance to rehabilitate their property, and performs related duties as required

### **ESSENTIAL DUTIES**

- Provides technical advice and assistance to property owners and developers for rehabilitation, new construction, or home purchase loans through various programs
- Informs applicants on the availability of federal forgivable loans/grants
- Provides information on program regulations and eligibility requirements
- Assists applicants in completing preliminary and final forgivable loan/grant applications
- Obtains and assesses necessary documentation to verify the financial status and eligibility of applicants
- Assembles complete loan application packages for final approval
- Coordinates pertinent functions to finalize application approvals
- Reviews contract amendments in order to verify fund availability
- Prepares final disposition of fund statements upon completion of rehabilitation work
- Maintains records and prepares reports

**NOTE:** *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

### **MINIMUM QUALIFICATIONS**

#### **Education, Training, and Experience**

- Two years of work experience in residential or commercial loan packaging and processing in a public agency or private lending institution, or an equivalent combination of education, training, and experience.

#### **Licensure, Certification, or Other Qualifications**

- None

### **WORKING CONDITIONS**

- General office environment

### **EQUIPMENT**

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator, adding machine)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer, modems)

## PHYSICAL REQUIREMENTS

- No specific requirements

## KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

### Knowledge

Moderate knowledge of:

- applicable federal, state, and local laws, regulations, and guidelines
- \*loan lending, underwriting, and processing principles, methods, practices, and procedures

Some knowledge of:

- \*applicable mathematical principles and applications including, statistical analysis
- generally accepted accounting and auditing principles, methods, practices and procedures
- applicable financial analysis and management principles, methods, practices, and procedures
- \*customer service techniques

Knowledge of applicable City and department policies, procedures, rules, regulations, and ordinances

### Skills

- \*ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- \*ACTIVE LISTENING - Give full attention to what other people are saying, taking time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- \*CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- \*MATHEMATICS - Use mathematics to solve problems
- MONITORING - Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
- \*COMPLEX PROBLEM SOLVING - Identify complex problems and review related information to develop and evaluate options and implement solutions
- \*SERVICE ORIENTATION - Actively look for ways to help people
- \*JUDGMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one

### Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense

- REASON MATHEMATICALLY - Choose the right mathematical methods or formulas to solve a problem
- MAKE SENSE OF INFORMATION - Quickly make sense of, combine, and organize information into meaningful patterns

**Other Work Requirements**

- INITIATIVE - Demonstrate willingness to take on job challenges
  - ADAPTABILITY/FLEXIBILITY - Be open to change (positive or negative) and to considerable variety in the workplace
  - DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
  - ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
- 

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

\* May be required at entry.

---

City of Chicago  
Department of Human Resources  
(Valtera Corporation)  
June, 2010