

**Justine PETERSEN Housing and Reinvestment Corporation**  
**Compliance Manager**  
**Reports to: Director of Lending Operations**



Justine PETERSEN Housing and Reinvestment Corporation's mission is to connect institutional resources with the needs of low- to moderate-income families so they can build long- term assets. Justine PETERSEN (JP) achieves this goal through its products, which include credit building and financial education, homeownership preparation and retention, and micro-enterprise lending and training. Our people-centered financing breaks barriers and economic divides by building equity, wealth, and financial freedom for diverse families and neighborhoods. JP is a Missouri not-for-profit 501(c)(3) corporation and wholly owns a Community Development Financial Institution (CDFI), certified by the U.S. Department of Treasury

**Key Responsibilities**

Provide superior quality control on the origination of all loans annually and monthly servicing of nearly 3,000 loans.

**Job Duties:**

- I. Manage Loan Closing Process (60%)*
  - a. Audit each loan file and distribution sheet pre-closing for accuracy
  - b. Review all Org/Borrower forms and proposed Collateral
  - c. Follow-up on outstanding predications with Counselors
  - d. Determine which loans are ready to close and assign loan fund
  - e. Delegate loan files for loan document preparation and TEA entry
  - f. Communicate closing list and changes to all staff via companywide email
  - g. Review all loan closing documents prior to closing
  - h. Communicate to counselors and finance team when scheduled loans do not close or when closing becomes postponed
  - i. Manage wire fund requests when loan closings are completed
  - j. Review all loan files and TEA entries post-closing to ensure accuracy.
  - k. Review all loan files to confirm accurate filing of retention document and UCC
  - l. Report weekly to the Director of Lending Operations on status of missing or incomplete documents.
  - m. Work with Title Companies on closings, as applicable
- II. Pre-Closing Process (15%)*
  - a. Review the loans placed in the closing box
  - b. Assign loans to be Pre-checked
  - c. Evaluate listed predications on the shared document
  - d. Preserve a track of all completed predications
  - e. Keep a track of the efficiency report (*hard predications and compliance errors*)
  - f. Assess pre-check forms quarterly and keep them up to date
  - g. Update predication list as needed
- III. Service Loans (15%)*
  - a. Re-amortize loans with multiple disbursements when needed
  - b. Enter Restructures/Renewals, modifying the existing loan to meet the new agreed terms and setting up new payment schedule
  - c. Create Payoff and PIF letters as requested, and send completed letters to appropriate parties
  - d. Create and send Paid Interest Statements to clients
  - e. Be able to enter charge off loans in TEA

**IV. *Other Duties as assigned (10%)***

- a. Oversee department processes and procedures
- b. Supervise Compliance Associates. Manage PTO requests and schedule changes
- c. Participate in Justine PETERSEN's middle management team activities
- d. Make recommendations for improvements, participate in decisions to adopt and lead implementation of department changes
- e. Provide customer service regarding statements, transaction history, general TEA questions and collateral issues
- f. Create monthly write off list
- g. Compose and coordinate lien subordination agreements with Title Companies

**LMA Duties for Compliance Manager**

**Lead**

**1. Quality Control Leadership:**

- Provide strategic oversight to ensure superior quality control in loan origination and servicing processes.
- Establish and maintain high standards for accuracy, compliance, and efficiency within the compliance team.

**2. Team Leadership:**

- Inspire and lead Compliance Associates by fostering a culture of accountability, precision, and collaboration.
- Act as a mentor, guiding team members through complex compliance tasks and professional growth opportunities.

**3. Communication and Collaboration:**

- Serve as the central point of communication between the compliance team, counselors, finance team, and title companies.
- Clearly communicate updates, expectations, and potential challenges to relevant stakeholders.

**Manage**

**1. Loan Closing Process:**

- Oversee the full loan closing process, including pre-closing audits, document preparation, and TEA entries.
- Manage wire fund requests and ensure accurate filing of retention documents and UCC filings.
- Coordinate with title companies as needed for loan closings.

**2. Pre-Closing and Predications:**

- Review loans in the closing box, assign pre-checks, and evaluate predication lists.
- Maintain and update predication tracking and forms, ensuring consistency and compliance.

**3. Loan Servicing:**

- Re-amortize loans with multiple disbursements and manage restructures and renewals.
- Prepare and distribute payoff letters, Paid Interest Statements, and monthly Guidehouse (COLSON) reports.
- Accurately handle charge-offs in TEA and ensure timely resolution of servicing issues.

**4. Process Improvement and Supervision:**

- Regularly assess and refine department processes, implementing changes to improve efficiency.
- Supervise Compliance Associates, managing workloads, PTO schedules, and performance evaluations.

**5. Customer and Stakeholder Support:**

- Provide customer service regarding statements, transaction history, collateral issues, and general TEA questions.
- Compose and coordinate lien subordination agreements with title companies.

## **Accountable**

### **1. Compliance Standards:**

- Ensure all loans meet internal and external compliance requirements, from origination through servicing.
- Be accountable for maintaining accurate and timely documentation across all loan files.

### **2. Team Performance:**

- Drive the success of the compliance team, ensuring high performance in audits, file reviews, and servicing tasks.
- Foster a well-trained, efficient team aligned with organizational goals.

### **3. Portfolio Accuracy:**

- Maintain the integrity of loan documentation, minimizing errors and ensuring compliance with legal and organizational standards.
- Regularly report on the status of missing or incomplete documents, addressing issues proactively.

### **4. Regulatory and Process Adherence:**

- Ensure all processes align with relevant regulations and best practices, including Guidehouse reporting and lien management.
- Stay updated on changes in regulatory requirements and implement necessary updates.

### **5. Strategic Alignment:**

- Align compliance activities with organizational goals, contributing to the overall mission and financial health of the organization.

**This job might be for you if:**

You think on your feet. You like learning new things, and you can learn them quickly. When things change, you know how to roll with the punches.

You're a self-starter. You are self-confident. Armed with knowledge of your job and organization you are always looking to make things better for your clients and team.

You are a problem solver. You might not know the answer yourself, but you're going to figure it out.

You pay attention to details. As far as you're concerned, anything worth doing is worth doing right, every single time. You stay focused, and nothing falls through the cracks on your watch.

You might not be a tech wiz, but you learn new programs quickly.

You communicate clearly. You can explain just about anything to anyone, and you're comfortable communicating via email and on the phone.

You can work in an open and lively office.

You believe that a holistic people-centered asset building approach can make a visible difference in the lives of diverse families. You embrace that building credit by accessing and managing financial products is a powerful way to build assets, especially for low-income people. You know the basics about credit cards, credit reports and scores, and you are keen to learn more.

You have at least a Bachelor's degree and at least three years of experience in banking, a title company, or a related field.

**How to apply:**

Email your resume and cover letter to [gralliegh@justinepetersen.org](mailto:gralliegh@justinepetersen.org). In your cover letter, please provide a roadmap for your resume and experience: What parts of your resume should we pay particular attention to? Why are you a great fit for this position? In particular, we would like to know about your attention to detail and ability to work in a fast-paced environment.

Full-time position (40 hours per week)

Salary Range: \$68,000 - \$75,000

Job location: St. Louis Office

Please visit our website at [www.justinepetersen.org](http://www.justinepetersen.org). EOE