

## **RIHousing – Mediation Operations Outreach Assistant**

RIHousing is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.

### **What it's all about:**

This position is accountable for the accurate and timely input and recordkeeping of mediation requests and financial transactions involving the mediation process.

### **What you'll do on a daily basis:**

You'll provide support for a variety of data entry, posting, reconciliation and research functions as assigned, for the mediation program on a daily basis. These are usually performed under short timeframes to maximize investment returns and include, but are not limited to, the following:

- Receive initial correspondence from financial institutions requesting mediation and input initial information into the mediation system.
- Receive mediation payment checks and wires, post same to appropriate accounts, reconcile to insure payments match mediation requests. Maintain contact with representatives requesting mediation and communicate any issues back to the appropriate parties.
- Review data input into the mediation system to ensure accuracy on a daily basis. Correct errors to ensure proper reach out is obtained.
- Perform extensive outreach to RI homeowners to ensure that homeowners who are at risk of foreclosure are provided guidance and referred to a HUD-Approved Counseling Agency.
- Receive and direct all incoming calls for the mediation program to a HUD-approved Counseling Agency for preparation of the mediation conference.
- Prepare certificates for the mediation coordinator to sign off and send them to appropriate contacts.
- Process requests for duplicate certificates.
- Prepare monthly invoices (mediation services and fees) and send them to appropriate servicers for payment. Follow up on outstanding past due invoices for non-payment.
- Prepare files for upcoming mediation conferences.

### **What you'll bring to the team:**

Flexibility to adapt to peak periods of heavy volume, work under pressure and meet deadlines are important aspects of this position. You must be able to prioritize and complete a high volume of tasks at any given time and to take on additional tasks during low volume periods.

### **What you'll need to succeed:**

- Excellent computer and communication skills
- Knowledge of federal/state housing assistance programs
- Strong analytical and problem-solving skills with aptitude for figures

- Detail oriented
- Ability to work in multi-project environment and to meet deadlines, deadline oriented

### **Why RIHousing**

- Competitive salary
- Parking Stipend
- Medical/Dental/Vision/Life Insurance
- Paid Time Off
- Retirement Options
- Flexible Work Hours
- If Position Eligible, Future Hybrid Work May Be Available
- Education Reimbursement
- Onsite Fitness Classes
- Volunteer Days
- Winner of “Best Places to Work” 2016, 2018, 2019
- Worksite Health Award 2013-2021

**RIHousing** strives to ensure that all people who live or work in Rhode Island can afford a healthy, attractive home that meets their needs. A good home provides the foundation upon which individuals and families thrive, children learn and grow, and communities prosper.

To achieve our mission, we:

- Offer fair, affordable and innovative lending programs.
- Provide housing-related education to consumers and others.
- Promote and finance sensible development that builds healthy, vibrant communities.
- Provide housing grants and subsidies to Rhode Islanders with the greatest need.
- Team up with partners to improve everything we do.

**RIHousing** uses its resources to provide low-interest loans, grants, education and assistance to help Rhode Islanders find, rent, buy, build, and keep a good home. Created by the General Assembly in 1973, RIHousing is a privately funded public purpose corporation. RIHousing requires its employees to be highly motivated and knowledgeable, have a sound understanding of the changing needs of Rhode Island's housing market, be willing to work within and toward a smoothly integrated operation, demonstrate a commitment to serve the people of Rhode Island, especially those with low and moderate incomes in need of safe and affordable homes, and possess a high level of integrity and deep respect for all Rhode Islanders, including customers, partners and fellow employees.