



Position: HUD Compliance Specialist / Customer Service Tele-Rep
Full Time, 40 hours/week with full benefits

Location: Baltimore, Maryland (will consider work-from-home candidate)

The HUD Compliance Specialist is responsible for assisting clients via email, phone and webinar with certain HUD reporting requirements and regulatory paperwork. They will schedule appointments, guide clients thru the use of an on-line HUD system, train on system security measures and file documentation, provide verbal and written instructions, review and approve client's application documents, and follow up closely to meet timelines. This position reports to the Director of Compliance.

Specific experience with HUD's Web Access Secure System, EIV, TRACS and PASS are strongly preferred but training will be provided. We are seeking someone who has a pleasant phone demeanor, is articulate and can remain patient and thoughtful when speaking with new learners. We are looking for candidates who have worked with on-line systems in some format, understand the importance of properly documenting processes and that have strong customer service and time management skills. Our role is to make the complex comprehensible for our clients and partner with them to remove a portion of their burden.

Our ideal candidate will have strong attention to detail, proven ability to lead an on-line meeting while manipulating presentation materials, exhibit effective communication skills (written and verbal) and clearly follow outlined protocol steps.

Requirements:

- High School Diploma (required) / Bachelor's Degree (preferred)
- Strong proficiency with MS Outlook, Word, and Excel
- Experience manipulating documents in Adobe PDF
- Experience leading meetings in Go-To-Meeting® strongly preferred, but will accept candidates with similar experience in other formats such as Zoom® or Microsoft Teams®
- Experience with HUD's WASS System, EIV or TRACS is a plus

Daily tasks include:

- Communicating and scheduling appointments using MS Outlook
- Setting up and leading Go-To-Meeting® webinar sessions with individuals
- Training via phone on security protocols and HUD system steps
- Reviewing client's HUD application documents for accuracy
- Tracking timeline needs

Successful candidates will possess the following qualities:

- Excellent organization, planning and prioritizing abilities
- Ability to work independently in a team environment
- Strong Customer service skills
- Focuses on detail and accuracy of work
- Exhibits patience and empathy for new learners

Murphy Consulting LLC is an industry leader with a strong reputation for knowledgeable associates, quality work and timely deliverables. We provide opportunities for professional development and promotion within the company. To learn more about us, visit our website at www.MurphyConsultingSvs.com

Salary commensurate with experience. (Range \$42,000 - \$50,000) Interested candidates should send resume with salary requirements to Denise@MurphyConsultingSvs.com