

## DEPARTMENT OF SAVINGS AND MORTGAGE LENDING JOB VACANCY NOTICE

<b>Opening Date:</b> Immediately	<b>Posting number:</b> SML-343	<b>Military Specialty Codes:</b>
<b>Number of Openings:</b> 1	<b>Duration of Job:</b> Regular Full Time	<b>Army-</b> 31D,35M,311A; <b>Navy-</b> IS,MA,182X
<b>Classification:</b> Non-Exempt	<b>Group/Class #:</b> B14/1351	<b>Coast Guard-</b> IV,401,023
<b>Closing Date:</b> Until Filled	B16/1352	<b>Marine-</b> 5821,5805; <b>Air Force-</b> 7S0X1,71SX
<b>Location:</b> Austin	<b>*Salary:</b> \$2,596 min - \$4,094 max/B14 \$2,910 min - \$4,594 max/B16	
	<b>*Commensurate with qualifications and experience</b>	

Additional information on the SAO Military Crosswalk is available here:

[http://www.hr.sao.texas.gov/Compensation/MilitaryCrosswalk/MOSC\\_InspectorsandInvestigators.pdf](http://www.hr.sao.texas.gov/Compensation/MilitaryCrosswalk/MOSC_InspectorsandInvestigators.pdf)

**JOB TITLE:** Investigator II/III\* (Mortgage)

**JOB DESCRIPTION:** Performs routine to moderately complex investigative work involving residential mortgage loan originators, mortgage companies, bankers, and or mortgage servicers. Analyzes and responds to consumer complaints, opens and assists with investigations, maintains a complaint database, and prepares standard correspondence. Works under moderate to general supervision with limited latitude for the use of initiative and independent judgment.

**EXAMPLES OF WORK PERFORMED:**

- ◆ Initiates and assists in investigations of alleged violations of laws and rules enforced by the Department.
- ◆ Opens, maintains, and organizes files for complaint and license application cases.
- ◆ Answers telephone inquiries concerning complaints and issues arising under laws, rules and procedures.
- ◆ Obtains and examines documents, records, and information from complainants, respondents, and others relevant to complaint investigations.
- ◆ Prepares records, reports, and standard correspondence; maintains data; and analyzes trends.
- ◆ Prepares affidavits of official actions taken and certifications of official records.
- ◆ Assists in preparing cases for presentation at hearings.

**GENERAL REQUIREMENTS:**

- ◆ Relevant experience in investigations, litigation, auditing, or mortgage loan origination.
- ◆ Graduation from an accredited four-year college or university with major course work in criminal justice or a related field is generally preferred.
- ◆ Proficiency in Spanish language – written and spoken - is a plus.
- ◆ Education and experience may be substituted for one another.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- ◆ Ability to conduct investigations; to interpret and apply laws and regulations; to conduct interviews and gather facts; to evaluate findings; and to prepare concise reports.
- ◆ Initiative, attention to detail, and tact.
- ◆ Ability to meet time deadlines.
- ◆ Ability to handle multiple tasks according to specific instructions and guidelines.
- ◆ Knowledge of mortgage industry regulation and complaint resolution processes.
- ◆ Ability to work well under moderate to general supervision in a team environment.
- ◆ Significant personal computer skills, including spreadsheet and word processing software.

**NOTE:**

- ◆ The position may require on occasion additional work hours including evenings, weekends, and/or holidays to meet critical deadlines.
- ◆ The job posting in no way states or implies that the duties listed above are all inclusive. Employees are required to perform other duties as assigned.

*Males born on or after January 1, 1960, will be required to present proof of Selective Service registration on the first day of employment or proof of exemption from Selective Service registration requirement. All offers of employment are contingent upon the candidate having legal authorization to work in the United States. Failure to present such authorization within the time specified by the U.S. Department of Labor will result in the offer being rescinded. All offers of employment are also contingent upon satisfactory credit check.*

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**HOW TO APPLY:**

Submit state of Texas application via <http://www.workintexas.com>, email to [jobs@sml.texas.gov](mailto:jobs@sml.texas.gov), mail to 2601 N. Lamar Blvd., Ste. 201, Austin, TX 78705 or via fax to 512-475-1505. Resumes will not be accepted in place of a completed application. Applications are available at <http://www.twc.state.tx.us/jobs/gvjb/stateapp.doc>. For directions or to request physical accommodations call Human Resources at 512-475-0614.

**E-Verify – This organization participates in E-Verify. This employer will provide the Social Security Administration (SSA) and, if necessary, the Department of Homeland Security (DHS), with information from each new employee’s Form I-9 to confirm work authorization.**

**Department of Savings and Mortgage Lending is an equal opportunity employer.**