

DEPARTMENT OF SAVINGS AND MORTGAGE LENDING

STATE AGENCY JOB VACANCY NOTICE

Opening Date: Immediately	Posting Number: SML- 377	Military Specialty Codes:
Number of Openings: up to 2	Duration of Job: Regular – Full Time	Army –31D,35M; Navy –
Classification: Exempt	Group/Class #: B18/1353/or B20/1354	IS,183X Coast Guard – IV,
Closing Date: Until Filled	Salary: \$3,544 min - \$6,456 max	OAP12; Marine –5821,5805;
Location: Austin	*Commensurate with qualifications and	Air Force – 1N0X, 14NX
(Remote work possible)	experience.	

Benefits Offered: Paid holidays, Employee Assistance Program, Training/Employee Development Program, and more.

Additional information on the SAO Military Crosswalk is available here:

https://hr.sao.texas.gov/Compensation/MilitaryCrosswalk/MOSC_Compliance

JOB TITLE: Investigator IV/V – Consumer Responsiveness

JOB DESCRIPTION: Performs complex (journey-level) to highly complex (senior-level) investigative work concerning consumer complaints made primarily against non-depository mortgage lending entities regulated by the Department (mortgage companies, mortgage bankers, mortgage servicers, and individual residential mortgage loan originators), and secondarily, against state savings banks and savings associations regulated by the Department. Work involves coordinating and conducting investigations. May provide guidance to, train, or supervise the work of others. Works under general to limited supervision, with moderate to considerable latitude for the use of initiative and independent judgment.

EXAMPLES OF WORK PERFORMED:

- ◆ Answers phone calls and responds to emails from consumers with a pending complaint or who are contemplating filing a complaint.
- ◆ Reviews and processes consumer complaints to identify regulated persons and determine jurisdiction.
- ◆ Prepares and transmits standard correspondence to complainants and respondents concerning the status or outcome of a consumer complaint.
- ◆ Conducts investigations of consumer complaints to gather relevant information and documentation.
- ◆ Facilitates resolution of consumer complaints by agreement of the parties involved.
- ◆ Analyzes information gathered during an investigation to identify compliance issues and detect violations of law.
- ◆ Prepares an investigation report summarizing the findings of an investigation and makes recommendations for possible enforcement action to address compliance issues identified or violations of law detected.
- ◆ Periodically serves as a witness at administrative hearings to prosecute enforcement actions.
- ◆ Maintains and inputs data in an internal data system to track complaints.
- ◆ Maintains and organizes investigation files to facilitate records retention.
- ◆ Reviews investigative processes and techniques and recommends improvements as appropriate.
- ◆ May provide guidance to, train, or supervise the work of others.
- ◆ Performs related work as assigned.

GENERAL REQUIREMENTS:

- ◆ Strong customer service and interpersonal skills.
- ◆ Graduation from an accredited four-year college or university is strongly preferred, with major course work in business administration, finance, accounting, economics, government, or a related field being generally preferred.
- ◆ Minimum four years' experience in investigations, regulatory compliance, legal services, financial analysis, or in the mortgage loan industry.
- ◆ Experience working in the mortgage loan industry is preferred, but not required.

- ◆ Proficiency in Spanish language – written and spoken – is a plus.

KNOWLEDGE, SKILLS AND ABILITIES:

- ◆ Knowledge of compliance procedures/practices; industry terminology and practices; business operation procedures; management control and internal reporting techniques.
- ◆ Skill in customer service and interpersonal relationships.
- ◆ Skill and proficiency with the use of computers (including typing on a keyboard), word processing software, spreadsheet software, database software, and other software and computer programs used by the agency.
- ◆ Memory skills.
- ◆ Ability to: conduct investigations and gather relevant facts and documentation; organize facts and documentation in a logical fashion to support investigation findings; and prepare concise reports summarizing complaint findings.
- ◆ Ability to write clearly and in a professional manner.
- ◆ Ability to maintain decorum, professionalism, and courtesy in written and verbal communications with members of the public.
- ◆ Ability to maintain a high-volume caseload and resolve files within general timelines set by the agency.
- ◆ Ability to safeguard confidential information.
- ◆ Ability to establish and maintain effective working relationships and work collaboratively with other employees.

NOTE:

- ◆ The position may require 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.

External final male applicants who are 18-25 years of age will be required to furnish proof of registration or exemption from registration with the Selective Service System as a condition of state employment.

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.

Effective June 15, 2023, candidates for employment may be subject to an employment credit check, a criminal background check, and a driving record check.

HOW TO APPLY:

Submit a completely filled out state of Texas application using one of the methods below:

- ◆ Online at <http://www.workintexas.com>, or
- ◆ Email to jobs@sml.texas.gov, or
- ◆ Mail to 2601 N. Lamar Blvd., Ste. 201, Austin, TX 78705, or
- ◆ Fax to 512-475-1505.

Applications are available at: <https://www.twc.texas.gov/files/jobseekers/texas-application-employment-twc.pdf>

Resumes and cover letters are optional. Resumes are not accepted in lieu of a completed application.

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.