

Join Virginia Housing and help make a difference as a Senior Bankruptcy Officer (Hybrid)

This important role will serve as the primary point of contact for our mortgagors in bankruptcy regarding their current or past due loans and be responsible for providing professional service to our borrowers, trustees and attorney offices. This role includes performing bankruptcy claim activities, customer contact, payment processing and delinquent loan monitoring.

Virginia Housing is one of the nation's premier housing finance agencies. Our mission is to help Virginians attain quality, affordable housing, which we accomplish through our public-private partnerships.

We are focused on employee engagement and committed to a healthy and diverse workforce. We offer on-site conveniences such as a fitness center and free parking. Educational opportunities to help your advancement are available through classroom and online programs.

To be successful in this role you must possess:

- Associate's degree or equivalent work experience.
- Several years' experience in mortgage and bankruptcy processing.
- Working knowledge of the Federal Bankruptcy Court regulations
- Working knowledge of Proof of Claim filings and other bankruptcy required forms.
- Extensive working knowledge of Black Knight/MSP
- Proficient working knowledge of Microsoft Applications (word, excel, PowerPoint, outlook, explorer, etc.)
- Ability to perform multiple administrative tasks at once.
- Experience responding to borrower inquiries via phone, mail, and internet within established timeframes to maintain service level expectations.
- Ability to research and resolve inquiries by collaborating with internal and external partners.
- Excellent customer service skills with the ability to maintain composure under pressure.
- Strong written and oral communication skills.
- Strong organizational, documentation and analytical skills.
- Strong active listening skills.
- Experience working with attorney offices.

Work Hours

- Monday through Friday 8:30am – 5:00pm

Applications and resumes are accepted online only at <http://www.virginiahousing.com/careers>.

This position will close at midnight on June 23, 2025.

Hiring Range: \$61,074 - \$79,395

A background check will be performed as a condition of employment.

A Conflict of Interest Act Disclosure form and Secondary Employment Disclosure form will need to be completed as a condition of employment.

Internal applicants

Please review relevant HR policy under 'Employment Practices' on the Zone before applying.

Apply through the Zone or at <http://employees-virginiahousing.icims.com/>.

-EOE-

V3 Certified Military friendly employer

#LI-CP1

#LI-Hybrid