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## 2009 HOMEBUILDERS COMPENSATION SURVEY

### CORPORATE JOB DESCRIPTIONS

**1 Chief Executive Officer**

Highest authority in company. Reports to the Board of Directors.

**2 Chief Operating Officer**

Plans, organizes and directs sales, marketing, land development, contracts/purchasing, and all construction activities. Reports to CEO.

**3 Chief Financial Officer**

Highest financial authority in company. If Controller and Treasurer positions are staffed, they must report to this position. Reports to CEO.

**4 Controller**

Plans and directs all general, land accounting, budgeting and audits. Ensures compliance with all accounting and reporting requirements. May oversee information systems activities. Reports to CFO.

**5 Treasurer**

Directs financial planning, procurement and investment of funds. Delegates authority for receipt and distribution of funds and banking procedures. Analyzes financial records to forecast future financial position and budget requirements. Reports to CFO.

**6 Assistant Treasurer**

Assists or supervises the receipt, disbursement, banking, protection and custody of funds, securities and financial instruments. Advises Treasurer on investments and loans for short- and long-range financial plans. Assists in the preparation of financial reports for Treasurer. Reports to Treasurer.

**7 Investor Relations Head**

Oversees and coordinates activities of employees engaged in maintaining and improving the relationships between the organization and various investors such as shareholder, banking community, investing public, financial investors, and institutional investors. Develops, installs and maintains systems that provide control of investor relations and improve the marketability of organization stock and bonds. Typically reports to Top Financial Officer and supervises directors and managers.

**8 Internal Audit Head**

Designs and implements the company's internal audit programs and recommends changes in financial and management controls as required. Assures that internal audit programs measure and evaluate company's controls as required to protect assets, prevent fraud and maximize operational efficiency. Conducts independent protective and constructive audits and reports findings and recommendations to management. Reports to CEO or COO.

**9 Information Systems Head**

Highest level management over programming, system analysis, database management and computer operations. May have responsibility for telecommunications. Reports to CFO or CEO.

**10 Marketing and Advertising Head**

Develops and coordinates marketing, advertising and promotional programs and budgets. Analyzes sales figures to determine cost effectiveness of promotions. Conducts market research. Supervises any in-house staff and coordinates activities of outside vendors. Reports to CEO or COO.

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**2009 HOMEBUILDERS COMPENSATION SURVEY**  
**CORPORATE JOB DESCRIPTIONS****11 Human Resources Head**

Develops and administers policies and procedures for compensation and benefits, employment, employee relations, training, EEO and career development programs. Reports to CEO or COO.

**12 Mortgage Head**

Highest authority in mortgage subsidiary. Reports to CFO or CEO.

**13 Chief Legal Officer**

Provide management with guidance in the application of legal principals to yield the greatest opportunities for minimizing risks and maximizing profits. Develop budget recommendations to support systematically planned programs of legal actions or defenses. As required, supplement in-house legal work by carefully selected outside legal assistance. Reports to the CEO.

**14 Purchasing Head**

Interview vendors to obtain information concerning product, price, ability of vendor to produce product or service and delivery date. Select purchase items by testing, observing or otherwise examining. Estimate values according to knowledge of market price. Review bid proposals from vendors and enter into contracts within budgetary limitations. Reports to the COO.

**15 Architectural Head**

Researches, plans, designs and administers building projects, applying knowledge of design, construction procedures, zoning and building codes and building materials. Consults internally to determine functional and spatial requirements of new designs and prepares information regarding design, specifications, materials, color, estimated costs and construction time. Maintains budgetary control over all new designs and changes to existing product. May work with state or local officials in obtaining necessary approvals for projects. Reports to the COO.

**16 Head Title Officer**

Maintains office and staff to provide and service mortgage needs of buyers and builder. May have profit/loss responsibility for branch offices. May supervise title office. Reports to Corporate Mortgage Head.

**17 Safety Head**

Responsible for communicating and training company employees on required OSHA and other applicable Federal and State guidelines. Ensures compliance with all applicable laws, regulations and codes.

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**2009 HOMEBUILDERS COMPENSATION SURVEY**  
**FIRST LEVEL JOB DESCRIPTIONS****20 1st Level Head**

Directs overall management of business through subordinate profit center heads. Oversees multiple functions (e.g., Area Head). Manages negotiations for potential acquisitions. Scope of the job is area, multiple states and/or large states. Can be viewed as a "mini" 1st Level Head. Reports to CEO or COO.

**21 Territory Head**

Responsible for profit centers for several business segments. Oversees multiple functions. Develops short- and long-range operating objectives, policies and programs as well as day-to-day business decisions for this "metro" market. Develops and manages a staff of managers to implement operating objectives. Direct reports typically include City Manager(s). Scope of the job is multiple cities/markets, but not an entire area. Reports to 1st Level Head.

**22 1st Level Controller**

Plans and directs all general, property accounting and budgeting. Monitors compliance with internal/external accounting requirements. Prepares forecasting financial reports and analyses as requested by 1st Level Head. Reports to Corporate Controller or to 1st Level Head.

**23 1st Level Contracts/Purchasing**

Confers with vendors to obtain product information, pricing, availability and delivery. Selects products for purchase. Prepares bid requests and analyzes bid proposals. Negotiates contracts within budget limitations. Reports to 1st Level Head.

**24 1st Level Sales Head**

Direct responsibility over all sales activity. Reviews market analyses to determine customer needs, volume, potential pricing and sales campaigns. Provides counsel, direction and guidance in plans for marketing, market research, advertising, staffing and sales training. Reports to 1st Level Head.

**25 1st Level Marketing/Advertising Manager**

Implements marketing, advertising and promotional programs. Reviews promotional material before public release. Supervises in-house staff and coordinates activities with outside vendors. Reports to 1st Level Head.

**26 1st Level Land Development Head**

Plans and directs land development business including planning, design and development. Develops policies for usage and sale of properties. Maintains continuing liaison with appropriate in-house departments, public agencies and utilities. Reports to 1st Level Head.

**27 1st Level Land Acquisition Head**

Negotiates the acquisition of properties with landowners, attorneys or brokers. Obtains and examines public land records and land titles for due diligence. Plans, directs and coordinates all land acquisition activities. Reports to Corporate Land Acquisition Head or 1st Level Head.

**28 1st Level Land Acquisition Analyst**

Support the Land Acquisition Head in providing an adequate supply of land. Identifies acquisition opportunities through contacts with brokers, builders, bankers, landowners, engineers, planners, attorneys and municipal officials. Reviews/interprets zoning/land use ordinances and master plans.

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**2009 HOMEBUILDERS COMPENSATION SURVEY**  
**FIRST LEVEL JOB DESCRIPTIONS****29 1st Level Architectural Manager**

Coordinates approvals of design concepts. Evaluates and recommends the selection of local architectural firms and directs their work. Evaluates designs of regional or divisional management for efficiency and profitability. Reports to Corporate Architectural Head or 1st Level Head.

**30 1st Level Finance Manager**

Prepares financial reports and analyses. Applies principals of accounting & finance to analyze past and present financial operations and estimate future volume and expenditures. May oversee banking relationships and participate in partnership negotiations. Reports to Treasurer, CFO or 1st Level Head.

**31 1st Level Construction Head**

Plans and directs tasks necessary for all phases of construction. Interfaces with public agencies in obtaining all necessary permits and approvals. Responsible for controlling construction budget. Reports to COO or 1st Level Head.

**33 1st Level Safety Head**

Responsible for communicating and training company employees on required OSHA and other applicable Federal and State guidelines. Ensures compliance with all applicable laws, regulations and codes. Reports to COO

**34 1st Level Human Resources Head**

Develops and administers policies and procedures for compensation and benefits, employment, employee relations, training, EEO and career development programs. Reports to CEO or COO.

**35 1st Level Trainer**

Develops and conducts internal company designed training programs.

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**2009 HOMEBUILDERS COMPENSATION SURVEY**  
**SECOND LEVEL JOB DESCRIPTIONS****40 2nd Level Head**

Responsible for the profitability of profit centers. Oversees multiple functions (e.g., Marketing Head). Develops short- and long-range operating objectives, policies and programs as well as all day-to-day business decisions. Develops and manages a staff of managers to implement operating objectives. Scope of the job is a major city/market. Reports to 1st Level Head.

**41 City Manager (3rd Level Head)**

Responsible for profit centers for a specific product line or sub-market within a specific geographic market. Oversees multiple functions and can be viewed as a "mini" 2nd Level Head. Develops objectives and makes day-to-day decisions for this business segment. Develops and manages a staff of managers to implement operating objectives. Scope of the job is metropolitan city, smaller market or specific product line. Reports to Territory Manager or 2nd Level Head.

**42 2nd Level Operations Head**

Oversees land development, construction scheduling and quality, purchasing, design center, architecture, construction quality control, budgeting, customer service and warranty service. Oversees proper design and planning of projects and product with engineers, architects, attorneys, and various departments. Participates in the structuring of land purchases in order to achieve the highest ROI. Works with director of purchasing on trade and supplier selection, effective material usage and new products. Reviews and approves construction schedules, budgets, costs and vouchers. May oversee purchasing function. Reports to division head.

**43 2nd Level Land Planning Manager**

Assist with land acquisition feasibility studies and with analyzing potential risks. Assist with the due diligence land purchase process. Assist with developing entitlement strategies, financing budgets/packages, site improvement, permits and architectural plans. Prepare project schedules, sales disclosure statements and lot disclosure exhibits. Coordinate with homeowner's associations to resolve project-related issues. Reports to operations head or division head.

**44 2nd Level Land Planning Specialist**

Manage project needs with consultants, field staff and jurisdictions during planning and construction. Act as liaison between all entities to ensure projects stay on schedule and within budget. Manage the entitlement process and process all architectural and engineering plans with corresponding agencies. Reconcile community budgets and report necessary budget adjustments on a monthly basis by tracking contract payments, fees paid and jurisdictional fee changes. Audit and approve the payment of fees for communities and reconcile community budgets. Reports to land planning manager.

**45 2nd Level Controller**

Plans and directs all general, property accounting and budgeting. Monitors compliance with internal/external accounting requirements. Prepares forecasting financial reports and analyses as requested by 1st or 2nd Level Business Heads. Scope of the job is major city/market. Reports to 1st Level Controller or to 2nd Level Head.

**46 2nd Level Finance Manager**

Prepares financial reports and analyses. Applies principals of accounting & finance to analyze past and present financial operations and estimate future volume and expenditures. May oversee banking relationships and participate in partnership negotiations. Reports to 2nd Level Head or 1st Level Finance Manager.

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**2009 HOMEBUILDERS COMPENSATION SURVEY**  
**SECOND LEVEL JOB DESCRIPTIONS****47 2nd Level Forward Planning Director**

Manages forward planning processes. Manages significant entitlement obligations through environmental impact review, re-zoning, general plan amendment, tentative map, and to final map. Reports to division head.

**48 2nd Level Forward Planning Manager**

Supports forward planning director. Manages entitlement obligations, through re-zoning, general plan amendment, tentative map, and to final map. Reports to forward planning head.

**49 2nd Level Land Acquisition/Development Head**

Plans and directs land development business including planning, design and development. Negotiates the acquisition of properties with landowners, attorneys or brokers. Obtains and examines public land records and land titles for due diligence. Plans, directs and coordinates all land acquisition activities. Scope of the job is major city/market. Reports to 2nd Level Head.

**50 2nd Level Land Acquisition Head**

Negotiates the acquisition of properties with landowners, attorneys or brokers. Obtains and examines public land records and land titles for due diligence. Plans, directs and coordinates all land acquisition activities. Scope of the job is major city/market. Reports to 1st Level Land Acquisition Head or 2nd Level Head or 2nd Level Land Acquisition/Development Head.

**51 2nd Level Land Acquisition Manager**

Negotiates the acquisition of properties with landowners, attorneys or brokers. Obtains and examines public land records and land titles for due diligence. Plans, directs and coordinates all land acquisition activities. Reports to 2nd Level Acquisition Head.

**52 2nd Level Land Acquisition Analyst**

Support the Land Acquisition Head in providing an adequate supply of land. Identifies acquisition opportunities through contacts with brokers, builders, bankers, landowners, engineers, planners, attorneys and municipal officials. Reviews/interprets zoning/land use ordinances and master plans. Reports to 2nd Level Land Acquisition Head.

**53 2nd Level Land Entitlement Manager**

Contracts and manages the preparation and approval of all entitlement documents required for new land purchases. Maintains contacts with city/county staff and elected officials. Responsible for compliance with local ordinances and codes related to land entitlement. Reports to 2nd Level Land Acquisition Head.

**54 2nd Level Land Development Head**

Plans and directs land development business including planning, design and development. Develops policies for usage and sale of properties. Maintains continuing liaison with appropriate in-house departments, public agencies and utilities. Requires a minimum of 10 years of experience. Scope of the job is major city/market. Reports to 2nd Level Head or 2nd Level Land Acquisition/Development Head.

**55 2nd Level Land Development Manager**

Plans and directs land development business including planning, design and development. Develops policies for usage and sale of properties. Maintains continuing liaison with appropriate in-house departments, public agencies and utilities. Requires a minimum of 5 years of experience. Reports to 2nd Level Land Development Head.

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**2009 HOMEBUILDERS COMPENSATION SURVEY**  
**SECOND LEVEL JOB DESCRIPTIONS****56 2nd Level Architectural Manager**

Coordinates approvals of design concepts. Evaluates and recommends the selection of local architectural firm and directs their work. Evaluates designs of divisional management for efficiency and profitability. Requires a minimum of 5 years of experience. Reports to 1st Level Architectural Head or 2nd Level Head.

**57 2nd Level Marketing/Advertising Manager**

Implements marketing, advertising and promotional programs. Reviews promotional material before public release. Supervises in-house staff and coordinates activities with outside vendors. Scope of the job is major city/market. Reports to 2nd Level Head.

**58 2nd Level Marketing Coordinator**

Develops marketing activities and strategy including print media, outdoor advertising, direct mail, grand openings, etc. Develops division marketing budget and tracks marketing expenses. Manages and maintains website. Manages new community grand openings and realtor events. Reports to division head.

**59 2nd Level Sales Head**

Direct responsibility over all sales activity. Reviews market analyses to determine customer needs, volume, potential pricing and sales campaigns. Provides counsel, direction and guidance in plans for marketing, market research, advertising, staffing and sales training. Scope of the job is major city/market. Reports to 2nd Level Head.

**60 2nd Level Project Coordinator**

Provides administrative support to division head, construction and sales staff and prepares closing packages. Assists with sales requests, construction or project managers' correspondence. Audits contracts from sales. calculates and submits commission earnings for sales consultants. Assists homebuyers, as necessary, with pre-closing issues. Reports to sales head.

**61 2nd Level Construction Head**

Plans and directs tasks necessary for all phases of construction. Interfaces with public agencies in obtaining all necessary permits and approvals. Responsible for controlling construction budget. Scope of the job is major city/market. Reports to 2nd Level Head or 1st Level Construction Head.

**62 2nd Level Construction Head-High Density**

Responsible for projects that are in excess of three stories tall (multi-family, condo-type or urban infill). Plans and directs tasks necessary for all phases of construction. Interfaces with public agencies in obtaining all necessary permits and approvals. Responsible for controlling construction budget. Scope of the job is major city/market. Reports to 2nd Level Head or 1st Level Construction Head.

**63 2nd Level Customer Relations Head**

This is "customer focus" position that is primarily responsible for enhancing the customer's experience. Manages and helps to reduce litigation exposure. Forecasts service trends and satisfaction levels. Not involved in managing day-to-day warranty issues or warranty service representatives. Normally responsible for multiple communities. Requires a minimum of 7 years of experience.

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**2009 HOMEBUILDERS COMPENSATION SURVEY**  
**SECOND LEVEL JOB DESCRIPTIONS****64 2nd Level Customer Service Head**

This is a "warranty focus" position that supervises and coordinates service/warranty activities to ensure delivery of quality products to customers in multiple communities. Establishes policies and procedures for quality assurance and inspection programs. Coordinates warranty service and work related to customer complaints. Hires and trains customer service/warranty representatives. Requires a minimum of 7 years of experience. Reports to 2nd Level Business Head.

**65 2nd Level Contracts/Purchasing Head**

Confers with vendors to obtain product information, pricing, availability and delivery. Selects products for purchase. Prepares bid requests and analyzes bid proposals. Negotiates contracts within budget limitations. Requires a minimum of 7 years experience. Scope of the job is major city/market. Reports to 2nd Level Head or 1st Level Contracts/Purchasing.

**66 2nd Level Purchasing Manager**

Selects and orders merchandise from showings by manufacturing representatives or other sellers, or purchases on open market for cash, utilizing knowledge of various articles of commerce and experience as buyer. Negotiates prices, chooses vendors, makes purchase order awards, settles complaints. Requires a minimum of 5 years of experience. Reports to 2nd Level Purchasing Head.

**67 2nd Level Safety Head**

Responsible for communicating and training company employees on required OSHA and other applicable Federal and State guidelines. Ensures compliance with all applicable laws, regulations and codes. Scope of the job is major city/market. Reports to 2nd Level Head or 1st Level Safety Head.

**68 2nd Level Human Resources Head**

Develops and administers policies and procedures for compensation and benefits, employment, employee relations, training, EEO and career development programs. Scope of the job is major city/market. Reports to Corporate Human Resources Head or 2nd Level Head.

**69 2nd Level Trainer**

Develops and conducts internal company designed training programs. Reports to 2nd Level Human Resources Head or 1st Level Trainer.

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**2009 HOMEBUILDERS COMPENSATION SURVEY**  
**MULTIPLE INCUMBENT JOB DESCRIPTIONS****75 Project Manager**

Develops objectives and makes day-to-day decisions for one or more communities. Oversees multiple functions, typically Construction, Sales and/or Customer Relations. Can be viewed as a "mini" City Manager. Directly responsible for sales, construction, staffing and training. Approves homeowner change requests and all payroll matters. Scope of the job is metropolitan city, smaller market or multiple communities. Reports to 2nd Level Head or City Manager.

**76 Construction Manager**

Plans and directs all tasks required in construction of units. Has "secondary" P&L responsibilities. Coordinates with public officials and agencies to obtain necessary permits and approvals. Supervises and coordinates construction activities for multiple communities or subdivisions either directly or with superintendents. Scope of the job is multiple communities or subdivisions. Requires 3-5 years of management experience. Reports to the 2nd Level Head or Construction Head.

**77 Construction Manager-High Density**

Responsible for projects that are in excess of three stories tall (multi-family, condo-type or urban infill). Plans and directs all tasks required in construction of units. Coordinates with public officials and agencies to obtain necessary permits and approvals. Supervises and coordinates construction activities in the field either directly or with superintendents. Reports to the 2nd Level Head or Construction Head.

**78 General Superintendent**

Must manage two or more construction superintendents. Responsible for one or more communities with focus on closings. Must manage other superintendents. Requires 3-5 years of experience (no management experience). Reports to Construction Manager.

**79 Construction Superintendent**

Confers with and directs/approves work being performed by subcontractors. Negotiates change orders. Approves billing and payments. Schedules and coordinates various phases of construction. Must interact with customers. Requires 1-3 years of experience. Reports to either Construction Manager or General Superintendent.

**80 Construction Superintendent-High Density**

Responsible for projects that are in excess of three stories tall (multi-family, condo-type or urban infill). Confers with and directs/approves work being performed by subcontractors. Negotiates change orders. Approves billing and payments. Schedules and coordinates various phases of construction. Reports to either Construction Manager or General Superintendent.

**81 Construction Superintendent - Land Development**

Maintains liaison with appropriate public agencies and utilities. Directs and approves work of subcontractors. May assist in land planning and design. Reports to 2nd Level Head or Land Development Manager.

**82 Construction Assistant Superintendent**

Assists Construction Supervisor as needed in all functions. This is an entry level job that normally requires less than 1 year of experience. Reports to Construction Superintendent.

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**2009 HOMEBUILDERS COMPENSATION SURVEY  
MULTIPLE INCUMBENT JOB DESCRIPTIONS****83 Construction Technician**

Prepare homes for pre-closing and closing orientation meetings. Present a quality finished home and ensure an expeditious transfer from production to homeowner service. Possess basic blueprint reading skills and be familiar with warranty standards. Perform punch out work and complete punch

**84 Customer Service Representative**

Inspects homes under construction, identifies defects and oversees work needed to correct. Acts as a liaison between the company and the buyer. Conducts walk-throughs, answers questions and responds to homeowner service requests after move-in. Requires a minimum of 3 years of experience. Scope of the job is a single community. Reports to 2nd Level Customer Service Head.

**85 Customer Service Technician**

This is an entry level position and is normally non-exempt. Performs minor repairs and/or coordinates with subcontractors. May conduct homeowner orientations.

**86 Architect**

Evaluates, selects and applies standard architectural techniques, procedures and standards. Analyzes proposals and vendor submittals. Assignments are generally well defined, but may do parts of larger and more complex architecture. License is required. Reports to Architectural Manager.

**87 Junior Architect**

Under the supervision of an Architect plans and designs construction of building projects. Researches, plans, designs, and administers building projects applying knowledge of design, construction procedures, zoning and building codes, and building materials. No license required. Reports to Architect.

**88 CAD Operator**

Maintains and updates current plans for homes currently under production. Develops initial plans for changes or new models. May work with outside vendors and municipalities. Reports to Architectural Manager.

**89 Contract Administrator**

Maintains current knowledge of all available vendors. Administers bid process, payments and changes. Participates in negotiating contracts. Reports to Construction Head or 2nd Level Head.

**90 Estimator**

Analyzes blueprints, specifications, proposals, and other documentation to prepare time, cost and labor estimates applying knowledge of specialized methodologies, techniques, principles or processes. Computes cost factors and prepares estimates used for management purposes, such as planning, organizing, and scheduling work, preparing bids, selecting vendors or subcontractors, and determining cost effectiveness. Consults with clients, vendors, or other individuals to discuss and formulate estimates and resolve issues. Reports to 2nd Level Purchasing Manager.

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**2009 HOMEBUILDERS COMPENSATION SURVEY  
MULTIPLE INCUMBENT JOB DESCRIPTIONS****91 Estimator-Land Development**

Computes cost factors and prepares estimates used for management purposes, such as planning, organizing, and scheduling work, preparing bids, selecting vendors or subcontractors, and determining cost effectiveness. Consults with vendors, or other individuals to discuss and formulate estimates and resolve issues. Reports to 2nd Level Land Development Manager.

**92 Sales Closing Coordinator**

Prepare reconciliation statements for close of escrow. Liaise between builder, title, Company and lenders. Monitor loan process and coordinate closings. Process external broker commissions.

**93 HOA Coordinator**

Process all conditional, final and amended public records. Coordinate the preparation of public reports, CC&Rs, Articles of Incorporation and HOA Bylaws. Conduct site visits to address Architectural Committee decisions and oversee community turnover process. Coordinate the preparation of tax updates, reserve analysis and noise studies required for public reports.

**94 Purchasing Agent**

Responsible for bid specifications, administering contract bidding for materials and services, and awarding contracts to suppliers and contractors. May also prepare and issue purchase orders and change orders.

**95 Purchasing Coordinator**

This is an entry level position. Responsible for preparing purchase orders. Responsible for budget maintenance.

**96 Records Management Specialist**

Assist in the development of standardized processes for records management. Assist in the configuration and updates to software tools to be used in records management. Develop and update training materials on records handling processes and software tools. Assist legal department and tax department in implementing, tracking and communicating holds. Reports to corporate counsel.

**97 Records Management Administrator**

Primarily responsible for implementing and maintaining the records management program. Manages physical records stored on-site and off-site. Advises local staff on records management program. Requires 1-3 years experience in records maintenance and knowledge of records management techniques, laws and regulation. Maintains familiarity with the policies, practices and procedures of the records management program. Reports to records management specialist or corporate counsel.

**98 Branch Mortgage Head**

Maintains office and staff to provide and service mortgage needs of buyers and builder. Supervises branch office staff. May have profit/loss responsibility for branch office. Reports to Mortgage Head.

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**2009 HOMEBUILDERS COMPENSATION SURVEY**  
**MULTIPLE INCUMBENT JOB DESCRIPTIONS**

- 99 Loan Processor**  
Interacts with homebuyer regarding home loans. Processes all paperwork on loans until approval. Reports to a Mortgage Supervisor.
- 100 Loan Closer**  
Facilitates closing of approved mortgage loans. May deliver closed packages to 2ndary markets. Reports to a Mortgage Supervisor.
- 101 Mortgage Underwriting Specialist**  
Approves or denies mortgage loans, following mortgage standards. Reviews and evaluates information on mortgage loan documents to determine if buyer, property and loan conditions meet establishment and government standards. Reports to Branch Manager
- 102 Loan Officer/Originator**  
Meet with buyers to complete loan application. Develop rapport with sales agent. Required follow-up with buyers and sales agent to keep builder informed on loan status. Reports to Branch Manager.
- 103 Post Closing/Loan Shipper**  
Order and organize files for prospective loan buyer. Follow-up with loan buyer/investor regarding questions on files. Notify homebuyer about sale of their loan. Reports to Branch Manager.
- 104 Title Officer**  
Issue title commitments, policies and pro-formas. Attend closings and set up master commitments to help ensure that customers receive a clear property title. Read searches. Plot deeds. Draw up metes and bounds descriptions for surveys and survey readings.
- 105 Closing Supervisor**  
Act as seller's representative at closings. Perform settlements and take care of post closing paperwork. Schedule closings and settlements. Prepare documents (RESPA, affidavits, etc.). Perform closings.