



# Home Means Nevada, Inc.

## Employee Performance Review

### Employee Information

<b>Name</b>	Michelle Crumby	<b>Hire Date</b>	August 21, 2018
<b>Job Title</b>	Operations Manager	<b>Date</b>	September 11, 2020
<b>Department</b>	Home Means Nevada, Inc.	<b>Manager</b>	Shannon Chambers, President Perry Faigin, Vice President
<b>Review Period</b>	August 2019 through August 2020		

### Ratings

	1 = Poor	2 = Fair	3 = Satisfactory	4 = Good	5 = Excellent
<b>Job Knowledge</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Comments</b>	Ms. Crumby has demonstrated that she can perform the Tasks identified in the Job Description (Exhibit 1) at a high level, and can provide necessary information concerning the Foreclosure Mediation Program in an accurate, clear, and professional manner to all stakeholders involved.				
<b>Work Quality</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Comments</b>	Ms. Crumby performs her job duties in an efficient, professional, and accurate manner, based on the Job Description (Exhibit 1) and the directions of the Board, President, and Vice President. The work product generated is very good and of high quality.				
<b>Attendance/Punctuality</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Comments</b>	No comments.				
<b>Initiative</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Comments</b>	Ms. Crumby has worked with the President to address the issues related to the COVID-19 public health emergency and has worked in partnership with Indisoft to develop resources for Nevada homeowners and consumers to address the potential issues related to the COVID-19 public health emergency. Ms. Crumby has shown great initiative in helping Home Means Nevada, Inc., perform the required functions of the Foreclosure Mediation Program including, the processing of Notice of Defaults and the issuance of Certificates. In consultation with the Board, President, and Vice President, Ms. Crumby has utilized the available resources and staff to create an efficient				
<b>Communication/Listening Skills</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Comments</b>	Ms. Crumby has performed the necessary communication requirements (Exhibit 1) at a high level, and has shown good judgment and skill in dealing with stakeholders and addressing issues that are raised by Stakeholders involving Home Means Nevada, Inc.				
<b>Dependability</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Comments</b>	Ms. Crumby is dependable and reliable, and can be counted on to follow instructions and perform the necessary job duties and tasks related to the Operations Manager position.				
<b>Overall Rating (average the rating numbers above)</b>	4.83 to 5.				

### Evaluation

**ADDITIONAL COMMENTS** MS. CRUMBY HAS PROVEN THAT SHE IS AN EFFECTIVE AND EFFICIENT MANAGER AND LEADER. MS. CRUMBY HAS PROVIDED THE NECESSARY GUIDANCE AND INSTRUCTION TO STAFF TO ALLOW HOME MEANS NEVADA TO PERFORM ITS FUNCTIONS UNDER THE FORECLOSURE MEDIATION PROGRAM IN AN ACCURATE AND RESPONSIVE MANNER.

MS. CRUMBY HAS ALSO BEEN INSTRUMENTAL IN ENSURING THAT THE FORECLOSURE MEDIATION PORTAL IS FUNCTIONAL AND CONTINUES TO IMPROVE. MS. CRUMBY WILL CONTINUE TO WORK ON ADDITIONAL RESOURCES FOR NEVADA HOMEOWNERS AND CONSUMERS TO ADDRESS THE POTENTIAL ISSUES RELATED TO THE COVID-19 PUBLIC HEALTH EMERGENCY INCLUDING, THE

HOMEOWNER CONNECT PROGRAM.

GOALS

To continue to implement the full functionality of the Foreclosure Mediation Portal and The Homeowner Connect Portal to assist Nevada homeowners and consumers.

Continue to perform the Tasks and Job Duties identified in Exhibit 1 at a high level.

Perform additional outreach and training on behalf of Home Means Nevada, Inc. as needed.

Continue to work with and meet with stakeholders to explore ideas and options for Nevada homeowners and consumers that will assist them in dealing with the issues related to COVID-19 and the potential for an increase in notice of defaults that will need to be addressed by Home Means Nevada, Inc.

**Verification of Review**

By signing this form, you confirm that you have discussed this review in detail with your supervisor. Signing this form does not necessarily indicate that you agree with this evaluation.

Employee Signature



Date

9/21/2020

Manager Signature



Date

9/21/20

## Exhibit 1

### Job Description

**JOB TITLE: Operations Manager**

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**Reports To:** Board of Directors

**Status:** Exempt

**Prepared by:**

**Approved:**

#### **Job Description: Operations Manager**

**General Purpose:** Under the direction of the Board of Directors, the Operations Manager is responsible for overall management and operation of Home Means Nevada Corporation (HMN) Foreclosure Mediation Program and protection of the organization's financial assets by providing operational support and leadership for the program and assuring appropriate compliance with Board directives and applicable grantor, federal, and state requirements. This position will be responsible for meeting and exceeding the Foreclosure Mediation Program goals, quality metrics and applicable regulation controls and guidelines and serves at the pleasure of the board.

#### **Tasks**

- Develop and provide recommendations to Board of Directors to ensure an effective issuance and monitoring program
- Implement and maintain Foreclosure Mediation Program Portal
- Demonstrate the ability to identify program needs and use them to drive strategy, processes, and reporting
- Maintain official records and documents, and ensure implementation, enforcement and compliance with federal, state and local rules and regulations.
- Drive the consistent interpretation and execution of all business policies and procedures for the FMP.
- Prepare and present program enhancements focusing on cost, benefits, and stability
- Analyze and document business processes and problems
- Accountable for group communication and various management reporting
- Manage and work with vendors to escalate issues for quick problems resolution
- Resolve customer issues or questions
- Other duties as assigned

In communication, Operations Manager will:

- See that the Board is kept fully informed on the condition of the organization and all important factors influencing it.

- Establish sound working relationships and cooperative arrangements with Trustees, Grantors, Courts and other entities that would use our services.
- Provide monthly reports to the Board, Department of Business and Industry, Governor's Office, and Quarterly reports to the Nevada Interim Finance Committee (IFC).

In relations with staff, Operations Manager will:

- Be responsible for the recruitment, employment, and release of all personnel.
- Ensure that job descriptions are developed, that regular performance evaluations are held, and that sound human resource practices are in place.
- Encourage staff development and education, and assist program staff in relating their specialized work to the total program of the organization.
- Maintain a climate which attracts, keeps, and motivates a diverse staff of top quality people.
- Develop and maintain relationships with Financial Institutions, Government Sponsored Entities State of Nevada Court systems and others stakeholders.

In budget and finance, Operations Manager will:

- Be responsible for developing and maintaining sound financial practices.
- Work with the staff and the board in preparing a budget; see that the organization operates within budget guidelines.
- Jointly, with the Board of Directors, conduct official correspondence for the organization.

### **Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Education and Experience:**

- Requires a bachelor degree in Information Technology /Business or equivalent
- Minimum of 4 years of experience in mortgage servicing/foreclosure mediation programs and mortgage operations management or related field
- Knowledge of SB490 and other federal and state foreclosure mediation regulations
- Strong technical acumen with MS Office products required including advanced skills in Excel and Word.
- Excellent analytical and problem solving skills

- Exceptional written and oral communication skills
- Ability to define problems, collect data, establish facts, and draw valid conclusions
- Good judgment with the ability to make timely and sound decisions
- Strong attention to detail and accuracy
- Ability to multitask and prioritize accordingly
- Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm

**Communication Skills:** The Operations Manager must exhibit the ability to work in a collaborative environment with loan servicers, housing counseling agencies, legal counsels, State and Federal government agencies and a Board of Directors/Advisors.

**Computer Skills:** Very proficient with MS Office Suite, especially with Excel. Experience developing systems and reports that are easily understood and comply with audits and oversight.

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable challenged individuals to perform the essential functions. Ability to maintain manual dexterity with prolonged computer operation; to sit for extended periods and to lift files, rarely exceeding 40 pounds.

**Work Environment:** The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is exposed to moderate noise distractions.

**Direct Report:** The Operations Manager reports directly to the Board of Directors and serves at the pleasure of the Board. The Operations Manager may also be required to provide reports to the State of Nevada Department of Business & Industry Housing Division overseeing the program.

**Important Notices:**

This is not necessarily an exhaustive list of all responsibilities, skills, duties, requirements, efforts or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job when circumstances change; i.e., emergencies, rush jobs, changes in personnel, workload, technological developments, etc.

