

## Mortgage Department Processor



**Department:** Mortgages  
**Reports To:** Vice President – Mortgage Lending

**FLSA:** Non-Exempt

**Prepared By:** Human Resources **Date:** 5/2019  
**Approved By:** Vice President – Mortgage Lending **Date:** 5/2019

### SUMMARY:

Plans, organizes and coordinates all the activities associated with processing mortgages including the mortgage secondary market portfolio and the construction loan portfolio. Interacts directly with credit union members, realtors, service providers, and employees to facilitate the efficient processing of mortgages. Responds to all member inquiries concerning mortgages including questions about underwriting conditions, investor requirements, appraisals, title work and other documentation.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following: Other duties may be assigned.

- Maintains a high level of knowledge and procedural expertise in the management of the mortgage secondary market and construction loan portfolios and conventional mortgages.
- Interacts with employees and members; provides staff members a positive, professional role model of member service and sales through personal example.
- Identifies members' and potential members' needs and sells and cross-sells Credit Union services and products actively in an appropriate, professional manner. Interviews existing and potential members; explains specific services, products, and policies, including membership eligibility requirements.
- Understands and can effectively apply mortgage lending policies.
- Must have working knowledge of the mortgage process: underwriting, credit loan analysis, property appraisal, title work, disbursement and accounting entries.
- Counsels members and other personnel regarding mortgages, including cash flow and products available that meet member's needs.
- Communicates with Collection Department concerning delinquent mortgages.
- Oversee monitoring of loan service by accepting and acting on loan applications from members and maintaining loan documents in compliance with policy and federal regulations.
- Work with the internal auditor to insure compliance with internal controls.
- Ensure compliance with federal laws and regulations set forth by the National Credit Union Administration and other regulatory agencies.

- Assists management in training staff in areas related to mortgages and secondary market requirements.
- Monitors and reviews appraisals, credit reports, title work, flood certificates, verifications, etc. as necessary to process mortgage loans.
- Assists in the preparation of information necessary to establish credit limit.
- Prepares and processes mortgages for secondary market.
- Monitors Fannie Mae underwriting standards and takes necessary actions to comply.
- Assists with scheduling closings and coordinates with members, realtors, title companies and TLC staff.
- Assists in the maintenance of the FICS Mortgage System.
- Responsible for all mortgage activity following the closing and posting of the loan.
- Maintains record of credit transaction reports.
- All other items deemed necessary by Management.

**SUPERVISORY DUTIES:**

None

**PERFORMANCE STANDARDS:**

- Performs duties, responsibilities and accountabilities in accordance with TLC Objectives, generally accepted accounting principles and generally accepted auditing standards for organizations.
- Works cooperatively with all staff.

**QUALIFICATION REQUIREMENTS:**

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/or EXPERIENCE:**

- Four or more years of progressively responsible experience within a financial organization to have gained necessary experience and background knowledge to deal effectively with member relations matters.
- Excellent verbal communications, interpersonal and listening skills.
- Ability to function with minimal supervision.
- Requires basic knowledge of Microsoft Word and Excel.

**COMMUNICATION SKILLS:**

- Ability to respond to common inquiries or complaints from members and employees.
- Ability to effectively present information to top management, public groups, and/or boards of directors, employees and managers as required.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

No requirement

**OTHER SKILLS and ABILITIES:**

- Ability to read, analyze, and interpret common and technical journals, financial and statistical reports.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to relate management goals and objectives to budgets and action plans, focusing on increasing profitability while maintaining superior member service.
- Ability to exercise discretion and independent judgment in interpreting policies and procedures, making exceptions as required.
- Requires strong interviewing skills to determine existing and/or potential members' needs and demonstrated ability to communicate with members in a business-like manner which will enhance the Credit Union's overall image.
- Ability to make decisions, take action, and accept responsibility for results.
- Ability to act appropriately in a business-like manner in any situation
- Ability to operate general office machines and equipment such as: typewriter, photocopier, fax machine, computers, and telephones.
- Requires strong written communication skills.

**WORKING CONDITIONS:**

Branch-based with occasional travel to and from potential members within our field of membership. Work conditions include standing, lifting, bending, stooping, and reaching.