

**Job description: Mortgage Loan Officer**

**Reports To:** VP of Lending and Member Services

**Location:** Main Office; In-Branch

**Status:** Non-Exempt, Full-Time

**Pay Range:**

| Low | Mid | High |
|-----|-----|------|
| \$  | \$  | \$   |

**Summary:** The Mortgage Loan Officer is responsible for educating, advising, and assisting members with their real estate lending needs. This role involves originating, pre-underwriting, and closing mortgage loans, including in-house and secondary market products such as VA, FHA, Conventional, RD, MBOH, and other portfolio offerings. The Mortgage Loan Officer will manage a pipeline of applicants, ensure regulatory compliance, maintain accurate documentation, and build long-term relationships with members and industry partners to support business development.

**Duties and Responsibilities:**

The Mortgage Loan Officer is responsible for performing the following key duties:

**Mortgage Origination, Pre-Underwriting & Pipeline Management**

- Educate, promote, and recommend appropriate mortgage products.
- Conduct thorough applicant interviews and complete full applications in Byte.
- Provide pre-qualifications and pre-approvals based on analysis of the 5 C’s of credit.
- Pre-underwrite in-house and secondary market loans by reviewing credit, income, etc.
- Complete and deliver accurate Loan Estimates, application packets, and initial disclosures.
- Create, prepare, and submit complete loan files for processing.
- Manage a pipeline of pre-qualified and “stale” files through follow-ups and status updates.
- Work loan conditions through to completion for final underwriting approval.

**Closing, Post-Closing & Compliance**

- Balance final figures with title companies prior to closing.
- Perform in-house closings.
- Accept and process mortgage payoff requests.
- Complete HMDA reporting on all applicable loans & file annually.
- Send Adverse Action notices for declined loans.

**Secondary Market & CUMont Servicing**

- Upload loans and select product and pricing with the investor/lender of choice.
- Provide CUMont with necessary documentation for loan servicing and escrow setup.
- Notify members of payment changes or escrow shortages.

**Administrative & Business Development Duties**

- Participate in networking and business development with realtors, title companies, and community partners.
- Support department quality control by resolving any Real Estate QC findings.
- Act as a notary public.
- Work with members on subordination agreements and loan modifications.

### **Supervisory Responsibilities:**

This position has **no supervisory** responsibilities.

### **Qualifications, Knowledge, Skills, and Abilities:**

To succeed in this role, the candidate must meet the following requirements:

#### **Education and Experience:**

- High school diploma or equivalent required
- Bond-ability is required for all employees

#### **Skills and Abilities:**

- Present a positive and professional image
- Proficiency in Microsoft Suite (e.g., Word, Excel, Outlook) and familiarity with credit union systems such as Symitar, Synergy and Byte
- Strong verbal, written, and interpersonal communication skills
- Detail-oriented with excellent organizational skills
- Strong problem-solving skills and the ability to interpret and analyze data
- Ability to work independently and as part of a team
- Ability to prioritize tasks and meet work requirements in a fast-paced environment
- Basic mathematical skills and 10-key proficiency
- Intermediate knowledge level of mortgage rules and regulations
- Three years of Mortgage Loan Processing, Underwriting, or Origination experience *desired*, but not required
- Ability to obtain an NMLS number

#### **Physical Demands:**

- Regularly required to sit, use hands to handle objects or tools, and talk or hear
- Occasionally required to lift and move up to 50 pounds

#### **Work Environment:**

- Fast-paced environment with frequent interruptions
- High accuracy requirements
- Occasionally required to handle interactions with disgruntled members
- Business development and networking expectations

#### **Benefits:**

- Competitive compensation
- Medical, Dental, Vision, Life, and Long-Term Disability Insurance
- 401(k) retirement plan
- Paid time off (PTO) and paid federal holidays
- Employee Assistance Program (EAP)

#### **Disclaimer:**

This job description is intended to provide an overview of the responsibilities and qualifications for the position. It is not an exhaustive list of all duties, responsibilities, and qualifications required of employees assigned to this role. Management reserves the right to modify the job description at any time.