

Job description: Mortgage Loan Officer

Reports To: VP of Lending and Member Services

Location: Great Falls Main Branch

Status: Non-Exempt, Full-Time

Pay Range:

Low	Mid	High
\$24.69	\$29.03	\$32.41

Summary:

The Mortgage Loan Officer assists and is responsible for providing personalized, professional service to existing and current members with all real estate loan related activities. The Mortgage Loan Officer is responsible for educating, advising, and guiding members through the home loan process, as well as is responsible for developing strong relationships with referral sources, members, and third-party vendors to drive growth for Russell Country FCU's Real Estate Program.

Duties and Responsibilities:

- Inform and counsel members regarding Conventional, FHA, VA, MBOH, RD, and In-House loan programs so that the member can make an informed choice of the program that best suits their needs
- Originate Secondary Market, In-House, and Equity loan products: interview applicants and request information for loan application. Interview applicants to resolve questions regarding application information. Review and analyze the member's financial condition, including credit history, credit score, debt-to-income ratio, collateral, and other financial information to assess the degree of risk and the member's ability to repay the loan
- Research and collaborate with approved Secondary Market lenders to select the appropriate lender for the members situation
- Discuss pricing options and lock the member's interest rate as directed by the member
- Collect supporting documentation as required. Fulfill submission, conditional approval, and closing requirements for loan files
- Complete or direct the completion of all initial, pre-closing, closing, and post-closing loan documents. Ensure documentation is complete, compliant, and accurate. Meet with the member to explain the terms and conditions of the loan
- Monitor and oversee each loan from application to funding. Continually update members and others involved in the transaction on the process progression, loan status, potential roadblocks, important dates, etc.
- Monitor and manage mortgage pipeline to ensure closing deadlines are met
- Participate in events that promote home ownership and offer networking opportunities
- Develop and maintain referral sources, members, and third-party vendor relationships
- Prepare and mail member loan documents, disclosures, denials, and other correspondence when necessary, in required time frames.
- Proactively mine credit reports for referral opportunities
- Assist in servicing in-house real estate loans by creating and adjusting periodic payments, accepting subordination requests, answering transactional and escrow-related questions, etc.
- Analyze, research, and resolve problems and discrepancies related to In-House real estate loans
- Review and resolve audit and post-closing file issues when required

- Notary Public
- Perform general clerical/administrative duties
- Additional duties as assigned. This list is a general outline of the duties and responsibilities for this position. Duties and responsibilities are subject to change and may be revised by management at any time

Supervisory responsibilities:

- None

Qualifications, Knowledge, Skills, and Abilities:

- Ability to effectively establish rapport, present information, and respond to member questions
- Ability to define problems, establish facts, and draw valid conclusions
- Ability to perform mathematical calculations. Collect, interpret, and analyze data
- Ability to interpret an extensive variety of documents relating to credit and income
- Ability to make practical and timely decisions and explain reasoning for decisions
- Ability to effectively and efficiently multi-task
- Ability to present a positive and professional image
- Intermediate to higher knowledge level of all RESPA, HMDA, Fair Lending, ECOA, HUD, and VA rules and regulations
- Intermediate or higher knowledge level of Byte or equivalent Mortgage Loan Origination Software, *desired* but not required
- Intermediate or higher knowledge level of mortgage program guidelines and matrices and industry standards and regulations, *desired* but not required
- Strong knowledge of Microsoft Excel, Word, and Outlook
- Strong active listening skills
- Strong self-motivation skills
- Confident and articulate communication skills
- Strong verbal, written, and interpersonal skills
- Strong customer service and relationship-building skills
- Strong organizational and time management skills
- Strong work ethic required, including the ability to consistently arrive at work on time as scheduled and ability to work flexible hours and overtime as needed
- Bond-ability is required of all employees working at the credit union
- High school diploma or equivalent
- An NMLS number. The NMLS web site (<http://fedregistry.nationwidelicensingsystem.org>) provides the MU4R questions and registration required for employment in this position
- Three years of Mortgage Loan Processing, Underwriting, or Origination experience *desired*, but not required
- Four years of credit union or banking experience *desired*, but not required

Physical demands:

- While performing duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk and hear
- The employee may occasionally need to lift and/or move up to 50 pounds

Work environment:

- Exposure to high-stress and tight deadlines
- Fast-paced
- High accuracy requirements
- Occasionally working with disgruntled and frustrated members
- Some travel
- Business development and networking expectations

Benefits:

- Competitive Compensation
- Medical, Dental, Vision
- 401K Retirement Plan
- Paid Time Off and Paid Federal Holidays
- Employee Assistance Program