

Cherokee Strip Credit Union Job Description

Position: Mortgage Loan Officer

Reports To: Loan Manager

Department: Member Services - Lending

Status: Non-Exempt

Date: January, 2020

Grade: 12

SUMMARY:

Under the direction of the Loan Manager, the Mortgage Loan Officer handles day-to-day residential mortgage activities, and has primary ownership of our Mortgage portfolio growth and success. This position delivers an exceptional Member experience encompassing the full lifecycle of first and second lien, fixed and adjustable real estate mortgages, as well as the origination, servicing, and annual review of home equity lines of credit. More specifically, this position will handle mortgage inquiries, process/underwrite/close mortgage applications in our TruHome origination portal, actively follow up with Members post-closing to ensure Member delight and also identify potential relationship uptiering, and resolve servicing issues. This position may also directly assist our Resolutions team to bring a delinquent mortgage current, and may be asked to assist other loan departments as needed – including potential crossover into real estate Business lending.

The Mortgage Loan Officer has primary responsibility to the Loan Manager for driving growth expectations in both mortgage loan balances and loan count. Success in this area will include proactive and frequent visits to local Realtors and Title Companies, to develop and nurture strong relationships that lead to these entities recommending CSCU mortgage financing to their clients.

The Mortgage Loan Officer should become an expert in our TruHome origination and servicing portals, continually train in order to develop a solid understanding of available mortgages and the regulations that govern them, stay within Board-authorized loan policy limits, and leverage sound underwriting practices. Once seasoned, this position will be expected to drive ideas back to the Loan Manager to insure Mortgage portfolio success.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Develop and maintain knowledge of CSCU mortgage products, including benefits of each product to the Member.
- Look for ways to enhance current mortgage products, cost and procedures.
- Originate, pre-qualify, underwrite, and market first, second, and HELOC mortgages.
- Gather information from Members, accurately complete paperwork, and compile all necessary file documentation.
- Verify employment, deposits, appraisal requests, and flood zone determinations.
- Set up loan closing, confirm funding figures, and resolve discrepancies with title or servicing companies.
- Knowledge and efficient preparation of Good Faith Estimate, Truth-in-Lending, and other disclosures required.
- Learn and understand CSCU loan policies and procedures, and apply in routine and extraordinary circumstances.
- Learn and understand rules and regulations concerning mortgages, including but not limited to Truth in Lending, Equal Credit Opportunity Act, Fair Credit Reporting Act, RESPA, secondary market guidelines, and HMDA.
- Ensure any Associates quoting rates or dealing with mortgage files have an NMLS number assigned.
- Ensure CSCU is properly registered with the National Mortgage Lending System (NMLS).
- Quote interest rates, monthly payments, qualifications, discounts, rate-locks, and other information correctly.
- Analyze other lending opportunities beyond the mortgage, to further assist the borrower.
- Serve as in-house expert for our TruHome origination portal, and be able to guide Members through this process.
- Educate mortgage borrowers on the benefits of utilizing other CSCU services.
- Handle multiple tasks in an organized manner, moving quickly with accuracy and thoroughness.
- Complete/store mortgage files, insuring each are scanned and properly recorded in CU*Base and servicing portal.
- Complete annual regulatory reporting for mortgages, such as HMDA and IRS reporting.

QUALIFICATIONS:

- **Education:** At minimum, an Associates business degree is preferred. Previous financial institution experience, combined with a very strong desire to take ownership of our Mortgage portfolio as well as develop an expertise in real estate credit and lending practices and regulations, may be substituted for education.
- **Experience:** Previous mortgage processing or origination experience is optimal. At a minimum, a strong track record of team collaboration and quality service delivery within a financial institution is required.

KNOWLEDGE / SKILLS / ABILITIES:

- **A self-motivated, self-driven, entrepreneurial person who enjoys building a Realtor network, sees home ownership as important, and requires minimal oversight will likely achieve optimal success in this position.**
- Have the ability to educate Members on other products that may uptier their CSCU relationship.
- Have good communication skills and be excited by unique opportunities to help Members buy their own home.
- Be a team player, ready to pitch in as needed, to ensure the success of CSCU.
- Work with Members in a positive manner by “sharing the moment” and working to exceed their expectations.
- Reduce confrontation by having a “yes we can” attitude, including “we can’t do this, but we might do that”.
 - On those deals we just can’t do, thank the Member for the opportunity to review their request.
- Use independent judgment in making decisions.
- Ability to read, write and speak English.
- Ability to perform basic math calculations.
- Proficient use of a personal computer, along with spreadsheet and word processing applications.
- Proficient use of office equipment, such as telephone, computer, fax machine and calculator.
- Good written and verbal communication skills.
- Be able to handle multiple tasks at once, and maintain organization and clean, complete files.
- Respond to telephone and lobby inquiries the same day.
- **Work Environment:** The work environment characteristics described here are representative of those an Associate encounters while performing the essential functions of this job. The noise level in the work environment is usually moderate.
- **Physical Demands:** Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The physical demands described here are representative of those that must be met by an Associate to successfully perform the essential functions of this job. While performing the duties of this job, the Associate is regularly required to sit; use hands to finger, handle, or feel objects, tools, or controls; and talk or hear. The Associate frequently is required to reach with hands and arms. The Associate is occasionally required to stand, walk, stoop, or kneel. The Associate may occasionally lift and/or move up to 50 lbs. Specific vision abilities required by this job include close vision, distance vision, color vision, and the ability to adjust focus.

I certify that I have received a copy of this document on the date below, reviewed the requirements of this position with Human Resources, understand them, accept them, and agree to perform them to the best of my abilities. I also understand this is not a contract or guarantee of employment. I further understand the duties and responsibilities stated herein may not be all inclusive to this position, and the priorities of this position may change as conditions warrant.

Associate Name (printed)

Date

Associate Signature