

Position:	Mortgage Loan Officer	Reports To:	Chief Lending Officer
Department:	Member Services - Lending	Status:	Non-Exempt
Date:	April, 2021	Grade:	12

SUMMARY:

Under the direction of our Chief Lending Officer, 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 credit review of home equity lines of credit. More specifically, this position will actively search for and find new mortgage leads, successfully guide them from inquiry to loan closing, effectively process applications in our TruHome origination portal, follow up post-closing to ensure Member delight, and resolve settlement or servicing questions if they arise. This position may also assist Resolutions to bring a delinquent mortgage current, and be asked to assist other loan departments as needed – including potential crossover into Member Business real estate lending.

The Mortgage Loan Officer has primary responsibility for achieving growth expectations in both mortgage balances and count. Frequent visits to Realtors and Title Companies within Oklahoma should be expected, to showcase our TruHome website and develop/nurture strong relationships which lead to these entities actively recommending our mortgages to their homebuying clients. Consistently achieving mortgage origination targets and milestones should also be expected, as the Chief Lending Officer may set or modify from time to time.

The Mortgage Loan Officer maintains a solid understanding of our products and the regulations that govern them, stays within Board-authorized loan policy limits, and leverages sound loan file processing practices. This position should quickly develop into a trusted adviser to the Chief Lending Officer which insures our mortgage portfolio success.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Develop and maintain knowledge of CSCU products, including benefits of each to the Member.
- Look for ways to enhance our mortgage offerings, reduce processing costs, or improve procedures.
- Actively identify new mortgage leads, and develop a strong “win rate” of taking loan inquiries to the closing table.
- Gather information from Members, accurately complete paperwork, and compile all necessary file documentation.
- Ensure Good Faith Estimate, Truth-in-Lending, and other required disclosures are delivered timely.
- Learn, understand, and follow CSCU loan policies and procedures.
- Learn, understand, and follow rules and regulations concerning mortgages, including but not limited to Truth in Lending, Equal Credit Opportunity Act, Fair Credit Reporting Act, RESPA, and HMDA.
- SAFE Act: ensure any Associate negotiating mortgage terms or processing files has a current NMLS number.
 - Ensure CSCU is also properly registered with the National Mortgage Lending System (NMLS).
- Quote interest rates, monthly payments, qualifications, discounts, rate-locks, and other information correctly.
- Serve as in-house expert for our TruHome origination portal, and be able to guide Members through this process.
- Pre-closing, review our Product Menu with the homeowner, to educate Member about all our services.
 - Call our Insurance Agency with the Member present, to actively offer homeowners and auto insurance.
- Effectively 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 portals.
- Insure annual regulatory reporting for mortgages is properly filed, such as for HMDA, CRA, and CFPB.
- Other duties as the Chief Lending Officer may assign.

QUALIFICATIONS:

- **Education:** At minimum, an Associate 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 experience in mortgage lead generation and origination is preferred. In addition, a strong track record of achieving sales performance targets, successful marketing and community outreach, team collaboration, and/or quality service delivery within a financial institution is optimal.

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.**
- Able to educate current and potential Members through our Product Menu, looking for uptier opportunities.
- Have great communication skills and be excited by the chance to help Members achieve or retain homeownership.
- Be a team player, ready to pitch in as needed to ensure the overall success of CSCU.
- Work with Members in a positive manner by “sharing their moment” and working to exceed their expectations.
- Strengthen Member relationships with a “yes we can” attitude, including “we can’t do this, but we might do that”.
 - On deals we just can’t do, actively thank applicants for the opportunity to review their application.
- Use solid 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, and calculator.
- Strong written and verbal communication skills.
- Be able to handle multiple tasks at once
- Maintain organization to include clean, complete, and compliant loan files and work area.
- Respond to telephone and lobby inquiries the same day, even if they cannot be resolved the same day.
- **Work Environment:** The environment characteristics are those an Associate generally encounters while performing the essential functions of this job in office settings. Environment noise levels are usually moderate.
- **Physical Demands:** Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job. 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 operate 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 or my supervisor, 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, and that performance benchmarks may be established which I may be required to maintain. I further understand the duties and responsibilities stated herein may not be all inclusive to this position, and the priorities of this position or supervisor may change as conditions warrant.

Associate Name (printed)

Date

Associate Signature