



POSITION DESCRIPTION

Position: Real Estate Mortgage Loan Officer
FLSA Status: Non-exempt
Grade Level: 10

Position Overview

Under the direction of the Mortgage Services Manager, the MLO assignments are accomplished in accordance with established policies and procedures. Problems encountered are relayed and directed to immediate supervisor. process first and second mortgage loans, land and mobile home loans, interpret, inform and work within the Underwriting Services provided by HCU and myCUMortgage findings so that all loans can be properly assessed, and the appropriate credit decisions can be made for the member while continually maintaining program compliance with applicable real estate laws.

Essential duties and responsibilities:

- Prepares and submits for the underwriting/approval process on all the required real estate loan documents for both our in-house and our myCUMortgage loans
- Communicates with the member and with myCUMortgage/HCU Underwriting on the loan closing process and updates all necessary parties as needed
- Completes the process of real estate loan applications, makes judgements, and add value to the member's overall financial standing reviewing them for pre- qualification on their borrowing and loan eligibility
- Works daily with the processor to make sure all documents are submitted in a timely manner.
- Reviews and ensures the real estate loan processing – closing work stays on track for timely funding and final close
- Serves as back-up for the other Mortgage Loan Officers
- Assists HCU Management and other HCU personnel with questions, processing issues and real estate loan matters
- Reviews, investigates, and resolves any closing compliance, processing, and mortgage problems as necessary
- Will field questions and or complaints received from our members and other related parties to the real estate application and closing process
- Provide support and processing to the overall Real Estate Loan Programs
- Other duties as assigned by direct manager or senior level staff, as determined by fluctuating business needs

Minimum Requirements:

- Associate's degree in related field and 3-5+ years related experience, or an equivalent combination of education and experience
- 3-5+ years of experience in the lending operations area preferred, along with a combination of professional experience and accreditation in these areas of work:
 - Mortgage Lending
 - Consumer Lending
 - Mortgage Service Operations
 - Real Estate Closing
- A demonstrated ability or experience in interpreting the appropriate laws and regulations to successfully perform this position

Competencies:

- Some knowledge of mortgage loan origination, processing and servicing is preferred for success in this position
- Strong organizational and communication skills are necessary



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- Candidate must have excellent verbal and inter-personal skills to inform and educate the member with all available financial information for the member's ultimate financial success
- The ability to multitask and prioritize multiple projects and closings is a must
- Some experience/familiarity with real estate lending regulations is required
- Ability to work well with all levels of management, staff and vendors
- Provide advice that protects the member's interest, credit union's reputation, and mitigates regulatory risk with the appropriate real estate lending laws
- Must possess high analytical ability and be able to work independently
- Ongoing training will be necessary

Work Environment:

Required to sit, stand, walk, stoop, kneel, crouch. Ability to use hands and fingers, handle, or feel objects, tools, or controls, reach with hands and arms. The noise level in the work environment is usually moderate.

May be required to lift and/or move up to 25 pounds occasionally. Specific vision abilities required include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.