

WESTBY CO-OP CREDIT UNION

POSITION: Mortgage Loan Processor

STATUS: Non-Exempt

REPORTS TO: Mortgage Department Manager

DATE: March 2020

Position Summary: Clerical and member service work, with primary responsibility for maintaining a courteous, beneficial and ethical liaison between members and loan originators and for accurately facilitating loan transactions. The individual receives moderate supervision in the performance of duties and responsibilities. Work is evaluated based on accuracy, timeliness and results.

Principal Duties and Responsibilities:

- Provides quality service to members and is responsible for accurate, efficient funding figures for all mortgage loans and assists members in selecting a mortgage loan product that meets their needs as well as lending standards.
- Assures proper documentation is provided for pre-qualifying members.
- Orders, verifies, and update files based on all processing support documents (title, employment, assets, transcripts, insurance, flood insurance, flood certificates, identification documents). Verifies every document to ensure loan package is complete and accurate prior to funding.
- Accurately inputs loan data to applicable systems to control the flow and timeliness of applications and assures all applicable time requirements are met.
- Provides general status communication (excluding rates, loan programs, loan terms information) and provides or requests documentation from members in regards to processing support of file.
- Maintains a thorough knowledge of federal and state laws and regulations.
- Prepares loan packages for underwriters.
- Transfers loan information between applicable systems.
- Assures all disclosure requirements are met.
- Accurately prepares escrow instructions.
- Assists real estate personnel with second mortgages and home equity loans when required.
- Performs other lending duties as required.

Work Relationships and Scope: Reports directly to the Mortgage Department Manager. Works closely with all other managers, supervisors and mortgage loan processing employees at WCCU. Works closely with Compliance Officer as a resource on policy and procedure concerning mortgage loan processing procedures. Due to the nature of the position, will work with almost all employees at WCCU on an occasional or regular basis.

Performance Dimensions:

- Must possess the ability to gain the trust and respect of management and employees. Also develop and maintain positive working relationships with co-workers.
- Must maintain the integrity of confidential business information and follow all guidelines on confidentiality.
- Promotes teamwork concept.
- Enhances job growth through continuing education, as required or necessary.
- Promotes quality, accuracy, timeliness, reliability, and thoroughness of work performed.
- Is punctual and reliable.

Knowledge, Skills and Abilities Required:

Education/Training: Completion of some real estate lending course work or post high school education is preferred.

Experience: Two or three years experience in a financial institution with a strong background in consumer lending and/or mortgage processing is strongly preferred.

Skills and Abilities:

- Excellent communications skills and proven effectiveness in working with loan originators and loan applicants.
- Ability to work with a wide range of personalities in a courteous, effective and efficient manner.
- Ability to input information quickly, accurately and efficiently on a personal computer (PC).
- Operate a variety of general office equipment such as PC, typewriter, copier, calculator, and other similar machines.
- Ability to exchange information clearly and concisely and to present ideas, report facts and other information.
- Ability to comprehend consequences of various problem situations and to refer them to the appropriate people for resolution.
- Ability to resolve questions and problems with the supervisor and also to manage personal work flow and meet deadlines.
- Ability to meet attendance standards and work overtime hours as requested and approved.
- Ability and proficiency in the use of computers and specific computer software.
- Ability to add, subtract, multiply and divide accurately.
- Ability to attend accurately to many details in a timely manner.
- Good communication and organizing skills, exhibits accuracy when working with details.
- Ability to understand and follow safety/security practices.

Working Conditions:

Job Conditions/Work Location: Work is performed almost exclusively in a pleasant office environment. Hours of work will generally be during regular business hours and average around 40 hours a week. There will be some variation in work hours due to special projects, deadlines, and other concerns. Occasional out-of-town and overnight business travel is required for business and education, by air and auto.

Hazards: Only those present in a normal office setting; no known hazards. In the course of working with loan applicants, the employee may, on a very limited basis, encounter abusive, aggressive or unpredicted threatening behavior. Must observe safety and security practices at all times.

Physical Requirements: Ability to sit for extended periods of time, regularly access files (some standing, walking, climbing, bending, stooping, lifting and carrying of light materials). Frequent mental and visual concentration required for computer usage.

Equipment Used: Copy machine, calculator, telephone, computer, fax machine, and other office equipment.

Acknowledgment: This job description describes the general nature and level of work performed by the employee assigned to this position. It does not state or imply that these are the only duties and responsibilities assigned to the job. The employee may be required to perform other job-related duties as requested. All requirements are subject to change over time and to possible modifications to reasonably accommodate individuals with a disability.

Received by Employee

Date