

Family First Mortgage Loan Originator

POSITION REPORTS TO: Mortgage Manager

POSITIONS SUPERVISED: N/A

POSITION PURPOSE

Responsible for origination of residential mortgage loans. Conducts initial pre-qualification interviews and prepares complete loan application packages and necessary documentation. Emphasis on establishing and maintaining ongoing relationships with potential referral sources such as realtors, builders, attorneys, and branch partners. Conveys policies for extension of credit in accordance with Credit Union and secondary investor guidelines. Meets scheduling and documentation requirements, and production expectations as determined by the Mortgage Manager. Serves members, prospective members, and referral sources promptly and professionally. Provides general Credit Union information and cross sells services while providing an excellent member experience. Assists Mortgage Loan personnel as necessary.

Essential Responsibilities

1. Assumes responsibility for the effective and professional completion of assigned loan origination functions.

- a. Interviews, pre-qualify and counsel applicants to generate mortgage applications, obtain all needed documentation to process preliminary loan requests. Discusses loan alternatives, credit criteria, interest rates, and loan documentation in such a manner as to elicit positive responses from members & prospective members.
- b. Performs follow-up work as necessary to achieve conditional approval within established time frames.
- c. Notifies member if loan request is referred back by the Mortgage Underwriter because of loan quality issues requiring attention.
- d. Advises members of loan approval or denial. Explains all loan decisions precisely and clearly to members.
- e. Completes lending operations in accordance with established Credit Union policies and legal requirements.

2. Assumes responsibility for establishing and maintaining effective and professional business relations with members, mortgage professionals, attorneys, realtors and building professionals.

- a. Answers questions and requests and resolves problems.

- b. Informs members of Credit Union loan policies and services.
- c. Counsels members regarding money management and financial matters. Counsels members whose loan requests were denied, explaining reasons and alternatives.
- d. Maintains and projects the Credit Union's professional reputation.

3. Assumes responsibility for establishing and maintaining effective communication and coordination with Credit Union personnel and with management.

- a. Coordinates functions with related departments and Branches and provides support as needed.
- b. Assists Mortgage Loan personnel and serves as a backup as needed
- c. Completes required records and reports.

4. Assumes responsibility for related duties as required or assigned.

- a. Professionally cross sells Credit Union services.
- b. Stays informed regarding changes in lending standards, related legal requirements, and trends in local real estate and competitive market.
- c. Maintains the privacy of member, non-public, personal documentation & status.

Performance Measurements

- 1. Lending functions are effectively performed in accordance with established Credit Union policies and with legal and regulatory requirements.
- 2. Good business relations exist with members and business professionals. Programs and services are properly and thoroughly explained, and questions courteously answered or appropriately referred.
- 3. Loan documentation, files, and expense reports are complete, accurate, and timely. Monthly reports are submitted as scheduled.
- 4. Loan applications and related financial data are closely and effectively analyzed and evaluated.
- 5. Good working relations exist with Credit Union personnel and with management. Assistance is provided as needed. Management is appropriately informed.
- 6. Established production expectations are met or exceeded.

Minimum Training and Experience

Education-Certification: Two-year college degree or related experience. Additional coursework in business or related field preferred.

Ability to obtain and maintain NMLS Eligibility

Required Knowledge: Understanding of the foundation of determining credit worthiness.

Knowledge of Credit Union loan policies, products, procedures, processing, and underwriting guidelines.

Effective knowledge of RESPA, TILA, HVCC requirements and guidelines.

Working knowledge of PMI, FHA, VA, SONYMA and USDA guidelines.

Familiarity with title reports, insurance, and appraisals.

Experience Required: Two to five years of similar or related experience.

Real estate background helpful.

Physical requirements:

Ability to communicate effectively with others in person as well as phone, email, and written documentation.

Ability to travel independently within the Credit Union's geographic service area, with a valid driver's license and dependable transportation.

Use of personal vehicle will be required.

Family First is committed to equal opportunity for all, without regard to race, religion, color, national origin, citizenship, sex, sexual orientation, gender identity, age, veteran status, disability, genetic information, or any other protected characteristic. Family First will make reasonable accommodations for known physical or mental limitations of otherwise qualified employees and applicants with disabilities unless the accommodation would impose an undue hardship on the operation of our business.