

*Belonging Never Felt Better*



Non-Exempt  
Grade: 14

**TITLE:** **Mortgage Loan Services Officer (II)**

**REPORTS TO:** Manager, Mortgage Loan Origination and may receive direction from the Member Services Manager and Vice President, Member Loan Services/CCO

**SUPERVISES:** No one

**SUMMARY:** Under limited supervision and within established lending guidelines, performs work requiring judgment and discretion in making credit decision for members seeking mortgage loans. Interviews and advises members regarding loans. Performs all duties regarding the originating of mortgage loan applications. Serves as a mentor for other staff members.

**PRINCIPAL RESPONSIBILITIES:**

- Actively practices the behaviors required by the credit union's guidelines for Member Service in all interactions with members and staff.
- Maintains excellent member relations, provides services, and cross sells credit union products.
- Preserves member confidentiality.
- Has thorough knowledge of credit union policies and procedures and of laws pertaining to loan processing and disclosures.
- Determines qualifying ratios and credit worthiness.
- Performs all duties of a Mortgage Loan Services Officer (I):
  - *With friendliness, tact, and courtesy, interviews members to determine loan needs and verify information.*
  - *Directs and assists members, answers inquiries, and provides information; receives incoming calls.*

- *Answers questions from members regarding eligibility and lending requirements.*
- *Establishes or retrieves loan files, obtains credit reports, and verifies employment.*
- *prepares notices, produces reports and processes and mails denial letters as required.*
- *Calculates loan payments and prepares all loan documents in accordance with instructions and policy.*
- *Enters loan information into the computer system.*
- *Assembles loan files and monitors receipts of all documents.*
- *Files documents, correspondence, and member records when completed.*
- *Stays abreast of all current lending and disclosure laws or regulations which are enacted or revised and concern financial institutions.*
  
- *Disburses loans for lending officers.*
- *Verifies accuracy of documents and completeness of files.*
- *Audits loan files to ensure compliance and accuracy.*
  
- Within established guidelines and procedures, reviews applications and credit histories, and informs members of loan requirements and credit standards.
- Develops information to process loan applications such as verifications and credit reports.
- Prepares all necessary loan and/or contract documents and disclosures ensuring the accuracy of all forms.
- Explains declines of loan requests in a tactful, professional manner and provides credit counseling, as required.
- Develops business through contact with local business owners, personal contacts or memberships in community organizations.
- Must work harmoniously with other employees
- Performs other duties as assigned.

**ESSENTIAL FUNCTIONS:**

- Understand and respond to complex verbal and written communications.
- Accurately enter data using the keyboard and computer terminal.
- Ability to read and comprehend loan applications, insurance policies, credit reports, manuals, etc.
- Ability to use fine motor skills and manual dexterity to operate a variety of business machines on a daily basis (ex: 10 key adding machine, copy machines, fax machines etc).
- Ability to perform complex mathematical calculations.
- Ability to lift and carry up to 20 pounds.
- Ability to stand and/or sit for extended periods of time.
- Ability to effectively communicate with members and/or staff in person, over the phone and/or in writing.

**REQUIRED KNOWLEDGE:**

Good reading, writing, arithmetic and communications skills. Requires a working knowledge of office practices and procedures, including data processing, the ability to make mathematical computations, to operate calculators and adding machines, to type with reasonable speed and accuracy, to write legibly, and to deal with members tactfully and courteously. Proven understanding of loan policies and procedures, loan processing and lending disclosure laws. Valid California driver's license preferred. Incumbent must be bondable.

**EXPERIENCE:**

Mortgage Loan Services Officer I or equivalent experience which typically consists of three years or more prior lending experience in a credit union or other financial institution with loan decision authority. Must have prior loan processing experience familiarly with basic loan accounting, counseling and collection procedures.

**EDUCATION:**

Bachelor's Degree in business, finance or accounting. A combination of coursework and/or work experience in credit fundamentals, analysis of financial information, loan operations and lending laws may be substituted for a college degree.