



## JOB DESCRIPTION

### Mortgage Loan Services Officer II

<b>Department</b>	Mortgage Loan Services
<b>Reports to</b>	Manager, Mortgage Loan Origination and may receive direction from the Member Services Manager and Vice President, Member Loan Services/CCO
<b>Supervises</b>	N/A
<b>Pay Grade</b>	Non-Exempt Grade 14

### Job Summary

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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.

### Essential Functions

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- 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.
- Performs other duties as assigned.

## **Required Knowledge, Skills, and Abilities**

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- Ability to understand complex written and verbal communications and respond with professionalism and tact by phone, in person, and/or in written format.
- Ability to read and comprehend loan applications, insurance policies, credit reports, manuals, etc.
- Ability to perform complex mathematical calculations.
- Requires a working knowledge of office practices and procedures, including data processing.
- Proven understanding of loan policies and procedures, loan processing and lending disclosure laws.
- Must work harmoniously with other employees.

## **Education and Experience**

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- High school graduate or equivalent.
- 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.
- 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.

## **Additional Requirements**

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- Incumbent must be bondable.
- Must possess and maintain a valid driver's license to travel to all credit union locations as needed.

## **Physical Demands**

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This is a moderately sedentary office classification although standing and walking between work areas is required. Individual(s) in this class must possess the mobility to work in a standard office setting and use

standard office equipment, including a computer; visual acuity to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator at a reasonable speed, and to operate standard office equipment. Person(s) in this classification occasionally bends, stoops, kneels, reaches, climbs, and walks; and pushes and pulls drawers open and closed to retrieve and file information. Employee must possess the ability to lift, carry, push, and pull materials and objects weighing up to 10 pounds regularly, and up to 50 pounds occasionally. Works in an office environment with moderate noise levels.