



## Real Estate Loan Processor

**REPORTS TO:** AVP Mortgage Loans

**DEPARTMENT:** Real Estate

**PAY GRADE:** S6

**APPROVED BY:** Chief Services Officer

**FLSA STATUS:** Non Exempt

**REVISION DATE:** May 2016

### **JOB SUMMARY:**

This position will assist members with regard to credit union mortgage loan products and services. Tasks include, but are not limited to: greeting the members; processing consumer and real estate loan documents and disbursing loans; act as advocate for WCU and Member with Title & Escrow companies and Realtors; use extensive knowledge of mortgage loan products, loan documents, loan funding requirements and escrow & title practices, remain up-to-date on regulatory compliance laws as they apply to mortgage lending transactions; cross selling by identifying, describing and recommending loan products and services that are best suited to fulfill the needs of the member; answering account questions; handling complaints; and making changes to accounts as necessary. May assist with lending coverage in all branches and identifying training needs. This is a non-exempt position.

### **ESSENTIAL DUTIES & RESPONSIBILITIES:**

Duties include, but are not limited to:

1. Use TMA (The Member Advantage™) process to meet member needs and reach assigned sales goals by referring WCU products and services.
2. Use AID, Inc principles to serve our members and meet CU sales and service goals; identify, recommend and sell products and services that are best suited to fulfill the needs of the member.
3. Assist and advise members with information pertaining to their loan accounts
4. Ensure the accuracy and timeliness of loan documents
5. Complete real estate loan documents using applicable software system, and disburse funds approved on in-house, HELOC and secondary market real estate applications
6. Maintain loan files, making certain all supporting documents are in place and file is properly filed
7. Perform account changes as necessary using correct forms and online software
8. Effectively communicate status and expectations to internal members, loan originators, closing agents and notary signers
9. Disclose to members rates and fees for all accounts and loans, based on Rate and Fee Schedules
10. Review loan for compliance with all applicable regulations.
11. Prepare Direct Deposit, Payroll and Pre-authorized Funds Transfer forms and direct the forms through proper channels
12. Obtain and evaluate credit reports and verify credit documentation and appraisals are not expired
13. Perform audits and perform predatory lending tests on all loan files prepared and approved by Loan Officers
14. Review signed loan documents, HUD, loan approval, investor conditions, and verify lock information and final fee sheet is in compliance with loan originator compensation per company guidelines
15. Contact borrower, closing agents, and real estate agents to request conditions as needed to

- ensure close of escrow and rate lock expiration are met
16. Understands compliance issues and attends training as they relate to their position, including, but not limited to, the Bank Secrecy Act, US Patriot Act, etc.
  17. Maintain a thorough understanding of credit union products and services
  18. Be familiar with loan products offered by competition and make suggestions to help create a marketing approach for WFCU to promote and provide members a sound lending program
  19. Perform drive-by appraisals for real estate loans
  20. Maintain current NMLS registration
  21. Review warehouse reports and work loan suspense to ensure timely investor purchase of loans.
  22. Conduct final balancing of real estate loan and request wire for purchase
  23. Participate with Branch Manager and other Loan Officers in establishing and maintaining good working relationships with real estate agencies, title companies and other businesses in the community

### **MISCELLANEOUS DUTIES AND REQUIREMENTS:**

1. Successfully graduate from required Integrity Solutions courses and use in position
2. Understand and support the mission statement and core values of WFCU
3. Ability to work in a fast paced environment and on several tasks simultaneously
4. Conduct loan interviews with members, and generate loan documents using the installed software system on the PC, to be evaluated based on assigned monthly goals
5. Be genuinely interested in people, with abilities to deal with different people and personalities
6. Ability to work as, and contribute effectively to, a team
7. Treat members and employees with utmost courtesy, efficiency, integrity and professionalism
8. Ability to use sound and mature judgment
9. Ability to operate basic office machines, including 10-key adding machines, typewriter, PC and use various software
10. General typing, filing and computer input
11. Participate in workshops, training meetings, seminars or college classes as directed by management
12. Ability to report to work in other branches as assigned when necessary
13. Must be bondable and hold a valid driver's license and insurance.
14. Maintain detailed notes in the conversation log throughout the transaction
15. Provide feedback to management on suggested policy changes and/or enhancements.
16. Maintain a high level of customer service with quick response times and accurate information for both internal and external members and business partners
17. Be aware of where supplies are located, secure loan records and supplies at the end of the day
18. Assist with storage and retrieval of supplies and records
19. Maintain a tidy, professional work area and assist in keeping the branch presentable
20. Be familiar with the Credit Union Loan Procedures Manual, Policy Manuals, and respect the Board of Directors' policy decisions
21. Be familiar with Security Manual and procedures for burglary and fire, participating in planned drills
22. Respect the security restrictions for daily transactions, realizing these restrictions protect our members and our employees from being victims of embezzlement
23. Perform all other duties which may be assigned by management

### **EDUCATION AND/OR EXPERIENCE:**

1. High School diploma or GED equivalent.
2. Two years progressive experience in consumer lending; real estate lending preferred.

## PHYSICAL DEMANDS AND WORK REQUIREMENTS:

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Physical Demands:** While performing the duties of this job, the employee is frequently required to stand and walk; sit; use hands to finger, handle, or feel; and to talk and hear. The employee must occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus.
- **Mental Demands:** Continuous alertness to ensure accuracy; performance of basic numerical calculations including decimals; reading, writing, comprehend and analyzing; use of sound and mature judgement, reasoning, and patience; work on several tasks simultaneously and be well- organized in a fast paced environment. Frequent use of problem solving, negotiating and cross selling of products and services.
- **Work Environment:** The noise level in the work environment is usually moderate. Exposed to hazard of robbery (training provided to minimize risk). Works near moving mechanical parts of standard office equipment. Occasional exposure to common chemicals used within an office.
- **Work Hours:** This job can typically be done within a Monday thru Saturday schedule; however, based on events, there will be times when evening and weekend work is required with little or no notice.

I have reviewed the above job description, and I state that I am able to perform the major duties and responsibilities as listed on the job description, either with or without reasonable accommodation.

Wauna Credit Union reserves the right to update or eliminate job descriptions periodically. I acknowledge that this job description does not in any way create a contractual relationship, and does not alter Wauna Credit Union's at-will employment relationship with me.

Name (Printed): \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_