



POSITION DESCRIPTION

TITLE: Correspondent Account Manager

\BUSINESS UNIT: Mortgage / Correspondent

CLASSIFICATION: Full-time, Non-Exempt

SUMMARY:

The Correspondent Account Manager maintains effective communication (liaison) with credit union partners, internal staff and Account Executives to ensure coordination and exchange of information. Manages the daily needs of the company's existing correspondent, wholesale and/or delegated mortgage partners assigned to them.

REQUIRED QUALIFICATIONS:

Education: High school diploma.

Experience: Level I Some financial services or mortgage industry especially loan documents preferred; Level II 2-3 years mortgage industry preferably with loan processing. Level III 3+ years in similar mortgage role such as processing.

Licenses/Certifications: None

ESSENTIAL RESPONSIBILITIES & DUTIES:

Entry Level

- Track lock expiration dates.
- Manage the pipeline of assigned partners.
- Assist partners with inquiries and information requests on loan files and products and services offered by utilizing our software and various websites.
- Assist Account Executives with partner on-boarding process including website technical support, website training assistance, pipeline monitoring, answer questions on products offered, providing guidance for reach step of the process in delivering a file to Servion for purchase.
- Effectively identify opportunities to cross sell and promote additional services and other divisions of Servion and relay that information to Account Executives
- Back up the Correspondent Coordinators with administrative tasks during times of high volume or short staff.
- Communicate via email and telephone with partners and internal staff maintaining a response time of not more than 1 hour from time of voicemail or email received.
- Navigate the company's TPO website to provide technical support to partners/customers.
- Trouble shoot Desktop Underwriter errors and provide accurate solutions.
- Work with assigned partner's staff and internal co-workers as a team in analyzing and resolving situations that may arise by accessing and leveraging resources such as

investor handbooks and sellers guides, to trouble shoot and problem solve file scenarios, research up to date policies and procedures.

- Assist partners in making sure regulatory requirements are met in the origination and processing of the loan application– how is this occurring if they are not scrubbing the files
- Assist post-closing with delinquent post-closing document gathering.
- Assist underwriting and correspondent partners with rejected conditions.

Intermediate Level (all above plus)

- Assists partners with government mortgage loan programs and knowledge of the necessary documentation for processing and obtaining underwriting approval for FHA and VA Mortgages.
- Accurately reviews wholesale/brokered loan disclosures and provides training and feedback to partners.
- Enters data and utilizes FHA Connection, and VA platforms for all items required to process and obtain underwriting approval of either program.
- Run USDA Guaranteed Underwriting System (GUS) to obtain a determination for originators without GUS access.
- Enters data into GUS platform with ability to submit and obtain Conditional Commitment.
- Resubmit a file to underwriting when conditions are received in. Including but not limited to review of documents to establish if they satisfy the underwriters condition and perform the administrative tasks required to ensure the underwriter is able to efficiently review the conditions.

Senior Level (all above plus)

- Understands all channels and programs offered within the Correspondent Channel (including Wholesale) and train other team members and partners on the details of those programs and products in relation to their responsibilities.

OTHER DUTIES, KNOWLEDGE, SKILLS, ABILITIES:

Required:

- Have a thorough knowledge of first mortgage real estate lending practices and recent compliance regulations.
- Familiarity with documents required for underwriting a mortgage loan including but not limited to borrower's income and asset statements, property appraisal, title work, and disclosures.
- Ability to navigate various websites as needed for job duties.
- Ability to understand and complete a residential loan application accurately.
- Manage/ respond to 100+ emails daily.
- Basic knowledge of all Servion's business units.
- Ability to input data accurately and efficiently into computer software systems.
- Ability to exchange information and to report facts and technical information clearly and concisely.
- Ability to listen and follow direction.
- To comprehend the consequences of various problem situations and to refer them to the appropriate people for resolution.

- Manage personal work flow to meet deadlines.
- Ongoing training and education as assigned.
- Ability to travel to partners when requested by management.
 - Same day travel minimum 1 time per month.
 - Overnight Travel including flight and hotel minimum 2 times per year.
- Ability and willingness to work overtime hours as requested

Preferred:

- Previous customer service, data entry and/or analytical work experience.
- Encompass or similar LOS software.
- Knowledge of recent mortgage compliance regulations preferred.
- Experience with Government Programs (Level III)

General:

- Must work the days and hours necessary to perform all assigned responsibilities and tasks. Must be available (especially during regular business hours) to communicate with employees, customers, managers and any other person or organization with whom interaction is required to accomplish work and company goals.
- Must maintain courteous, professional and effective working relationships with employees at all levels of the organization, customers, vendors and/or any other representatives of external organizations.
- Communicate information and state problems or challenges to be resolved in a clear, concise, courteous, nondiscriminatory and professional manner, and be able to provide clarification if necessary.
- Must be capable of adapting, with minimal or no advance notice, to changes in how business is conducted and work is accomplished, with no diminishment in work performance.
- Actively participate in quarterly performance meetings; meet or exceed all performance metrics.
- Follows company policies and procedures.

This position description should not be construed to imply that any of the duties, responsibilities, or requirements outlined herein is exclusive. Employees are expected to execute any other additional assignments that may be specified. Furthermore, this position description does not represent a complete list of all the performance expectations and characteristics of individuals required to perform a job accurately. The company's management reserves the right to change this description from time to time as may be required.

If interested in this position, please submit resume and cover letter to: jobs@myservion.com