



POSITION DESCRIPTION

TITLE: Mortgage Loan Officer (Inside)

CLASSIFICATION: Fulltime, Non-Exempt

SUMMARY:

Professional and administrative work primarily involved in examining, evaluating and authorizing or recommending approval of member applications for residential real estate loans. Must have the ability to provide significant direct service to members and thoroughly understand relevant legal parameters, accounting issues and the administrative processes involved in choosing a proper course of action.

REQUIRED QUALIFICATIONS:

Education: High school diploma. Bachelor's degree in business or a related field preferred. An equivalent combination of education and experience may be substituted.

Experience:

Level 1: 2 years in loan origination or financial services industry

Level 2: 3 years in loan origination or financial services industry with experience in conventional, FHA, VA and/or USDA loan programs

Level 3: 5+ years in loan origination with experience in conventional, FHA, VA and USDA

Licenses/Certifications: NMLS Mortgage Loan Originator License in Minnesota, and ability to license in additional states.

ESSENTIAL RESPONSIBILITIES & DUTIES:

Entry Level

- Interview applicant and request specified information for each loan application.
- Request applicant credit reports, background checks, reference checks and other information pertinent to the loan applicant's evaluation.
- Analyze applicant's financial status, credit and property evaluation to determine feasibility of granting loans.
- Correspond with or interview applicant or creditors to resolve questions regarding application information.
- Compile loan package and facilitate negotiation with applicant according to department standards such as loan fees, loan repayment options and other credit terms.
- Approve loans within specified limits.
- Ensure loan agreements are complete and accurate according to company policy, state and FNMA guidelines.

- Promote and cross-sell products and services of all business units within Servion, Inc. as appropriate to customer requirements.
- Assist customers with inquiries and information requests and resolve complaints relating to loan products and services offered.
- Comply with applicable consumer laws, regulations, company guidelines, etc.
- Inform management of legal, auditing, compliance or other issues as necessary.
- Prepare required reports as necessary.
- Maintain the confidentiality of all information processed.

Intermediate Level (all above plus)

- Ensure loan agreements are complete and accurate according to company policy, state, FHA, VA and FNMA guidelines.
- May occasionally meet with and speak to community or private groups to answer questions about or to promote obtaining loans.
- Cooperate with auditors or compliance officers as necessary.

Senior Level (all above plus)

- Ensure loan agreements are complete and accurate according to company policy, state, FHA, VA, USDA and FNMA guidelines.
- Ability to be granted access to and trusted with management-level access to company LOS.

OTHER DUTIES, KNOWLEDGE, SKILLS, ABILITIES:

Required:

- Ability to work in fast paced high volume environment.
- Excellent communication skills and proven effectiveness in presentation skills.
- Current knowledge of and ability to apply financial service industry standards, laws and regulations.
- Ability to input data accurately and efficiently into computer software systems; working knowledge of accounting and loan processing software.
- Ability to add, subtract, multiply, and divide accurately all units of measure, to perform these four operations with like or common decimal fractions, to compute rates and percentages and to perform arithmetic operations involving all American monetary units with a calculator.
- Ability to maintain stable and courteous business relations with brokers, appraisers, employees, etc.

Preferred:

- NMLS licenses in multiple states

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.
- Perform other duties as required.

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