



POSITION DESCRIPTION

TITLE: Lock Desk Coordinator
BUSINESS UNIT: Mortgage
CLASSIFICATION: Fulltime, Non-Exempt
REPORTS TO: Secondary Markets Manager

SUMMARY:

The Lock Desk Coordinator's primary responsibilities will include monitoring the lock desk phone line, email and determine the accuracy of original documents that will be sent to investors. Additional responsibilities will include locking loans with the necessary investors and answering any lock scenario questions in a timely and accurate manner.

REQUIRED QUALIFICATIONS:

Education: Bachelor's in Business Administration with focus on Economics, Finance, or Accounting or similar education with a financial emphasis preferred.

Experience: 1+ year of related mortgage experience with positive member relations or relative combination of education and experience

Licenses/Certifications: none

ESSENTIAL RESPONSIBILITIES & DUTIES:

- Responsible for locking loans via phone or Email lock request and tracking all lock expiration dates for retail, correspondent, wholesale and delegated channels.
- Verify lock price, Investor and loan level price adjustment (LLPA) on all lock requests.
- Provide appropriate pricing to loan officers or correspondents based on different scenarios.
- Re-price locked loans based on applicable changes through the loan process.
- Follow-up on expiring loan locks and extend or cancel as needed.
- Stay informed of investor requirement changes and ensure adherence to all applicable requirements.
- Confirm data integrity of loans in Loan Origination System.
- Identify process errors throughout the mortgage process that hinder or prevent the timely delivery and purchase of loans by investors.
- Confirm accuracy of documents required for investor delivery, including the note, allonge, and assignment.

OTHER DUTIES, KNOWLEDGE, SKILLS, ABILITIES:

Required:

- General knowledge of residential mortgage processes.

- Strong organizational and prioritization skills.
- Ability to work in a fast-paced environment with a high degree of precision, problem solving and efficiency.
- Ability to attend accurately to many details in a timely manner.
- Excellent written & verbal communications skills.
- Ability to input data accurately and efficiently into computer software systems.
- Demonstrated intermediate MS Office skills required.
- Ability to exchange information and to report facts and technical information clearly and concisely.

Preferred:

- Previous experience with Encompass software preferred.
- Previous experience with Microsoft Access.
- Ability to recognize details of daily tasks in order to create a more efficient work environment.

General:

- 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.
- Must maintain courteous, professional and effective working relationships with employees at all levels of the organization, members, vendors and/or any other representatives of external organizations.
- 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.
- Actively participate in quarterly performance meetings; meet or exceed all performance metrics.
- Follow company policies and procedures.
- Perform related 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