



## POSITION DESCRIPTION

**TITLE:** Post-Closing Coordinator  
**BUSINESS UNIT:** Mortgage  
**CLASSIFICATION:** Fulltime, Non-Exempt

### SUMMARY:

The primary responsibility of a Post-Closing Coordinator is accurate and timely processing of post-closing files. This involves quality control and customer reporting with extensive administrative and member service work.

### REQUIRED QUALIFICATIONS:

**Education** High School Diploma or equivalent; 2 or 4-year degree in a business-related field preferred.

#### **Experience:**

- **Entry level** 1-2 years of related mortgage experience with positive member relations or relative combination of education and experience;
- **Intermediate level** 2-5 years of post-closing experience.
- **Senior level** 5+ years previous post-closing experience.

### ESSENTIAL RESPONSIBILITIES & DUTIES:

#### **Entry Level**

- Review loan documentation for accuracy and compliance by completing post-closing checklist and maintaining an average of 4 loans reviewed per day.
- Verify outstanding underwriting conditions have been met to ensure salability of the loan
- Review Loan Estimate(s) and Closing Disclosure(s) to ensure fees for lender and title services are within TRID guidelines.
- Verify any increased fees are associated with a valid change in circumstance and are properly documented in the file.
- Issue post-closing conditions for loan defects and contact appropriate party for documentation needed.
- Act as liaison between appropriate parties to resolve and follow-up on outstanding post-closing conditions to ensure the loan meets investor requirements prior to delivery.

### **Intermediate Level (all above plus)**

- Greater understanding of the implications for loan defects and what is needed to satisfy the requirement.
- Demonstrated initiative to resolve loan defects and clarify acceptable documentation for outstanding conditions.
- Increased capacity to consistently review an average of 5-6 loans per day while maintaining a high standard of quality and remediating outstanding loan defects.
- Independent review of FHA, VA and USDA loans with basic understanding of required loan guidelines and acceptable documentation.
- Process upfront premium and funding fee payments through payment processing system.
- Submit and obtain loan insurance or guaranty from FHA, VA or USDA within 60 days of closing.

### **Senior Level (all above plus)**

- Demonstrated ability to communicate and clarify complex information in a clear and concise manner with internal and external parties.
- Advanced understanding of FHA, VA, USDA and conventional loan guidelines
- Advanced understanding of the implications for loan defects and advise on what is needed to satisfy the requirement.
- Increased capacity to review 7+ loans per day while maintaining a high standard of quality and remediating outstanding loan defects.

### **OTHER DUTIES, KNOWLEDGE, SKILLS, ABILITIES:**

#### **Required:**

- Possess strong organizational and prioritization skills.
- Excellent time and task management skills to complete loan reviews and remediate outstanding loan defects within department guidelines.
- Ability to work in a fast-paced environment with a high degree of precision, problem solving and efficiency
- A basic understanding of conventional loan guidelines including but not limited to TRID disclosure and timing requirements.
- Work on teams and independently with moderate supervision.
- Obtain objectives with accurate and timely results.

#### **Preferred:**

- A basic understanding of FHA, VA and USDA loan guidelines.
- Previous experience working with a paperless LOS such as Encompass.
- Demonstrated ability to communicate effectively through written and verbal correspondence.

## **General:**

- **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.**
- 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 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.
- Follow 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](mailto:jobs@myservion.com)