

## MORTGAGE PROCESSING/SERVICING

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Under the direct supervision of the Chief Lending Officer, a Mortgage Loan Processor/Servicer will prepare closing mortgage documentation and processing of mortgage transactions as well as assist members with existing mortgage loans.

As a Mortgage Loan Processor/Servicer, your main responsibilities may include the following:

- Prepare closing package, researching, and resolving all items in the closing package to ensure closing process is on-time and documentation is complete and accurate
- Process all servicing of existing mortgage portfolio, including rate adjustments and escrow analysis
- Assist in the loan origination process
- Maintain accurate records of insurances and taxes on real-estate loans
- Perform real estate tax analysis on current mortgage portfolio
- Answer member questions pertaining to an existing loans
- Perform transactions relating to the mortgage loan, including new loan processing, payments, rate adjustments, and escrow analysis
- Prepare and confirm payoff statements
- Prepare paid loan papers and file mortgage satisfactions with appropriate counties
- Perform other duties assigned by direct supervisor and/or management

Job Requirements:

- High school degree or equivalent
- A high level of accuracy and attention to detail while multi-tasking
- Excellent oral and written communication skills, problem solving skills, organizational skills and the ability to work independently
- Enjoy extensive public contact and assisting people with problems and finding solutions to their needs.
- Ability to exhibit composure, patience, and poise when dealing with difficult situations involving members and/or co-workers
- Must be able to maintain a professional and courteous attitude with all people including fellow employees, members, management staff, and board of directors and outside vendors
- Maintain the security of the work area and any information regarding the credit union and its members.
- Minimum of one year of mortgage lending/servicing experience is required
- Experience in using FICS, MortgageBot, DocMagic, Episys is preferred
- Experience with Microsoft Word and Excel, required
- Ability to work with third party vendors in a professional manner to assist the completion of mortgage loan transactions
- Must be bondable