



## **Mortgage Loan Processor**

**Job Classification:** Full-Time, Non-Exempt

**Reports to:** Senior Mortgage Underwriter

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### **Position Summary**

A Mortgage Loan Processor works with clients to complete mortgage loan applications. This involves collection of employment and financial data, including an applicant's assets, current debts and monthly expenses, letters of explanations, verification of additional data, etc. This individual plays an important role in the estimation of liabilities as well as the assets relevant for processing customer's loan applications.

### **Principal Duties and Responsibilities**

1. Represents the Bank to clients in a courteous, professional manner, and provides prompt, efficient, and accurate service in person, by phone, mail or email.
2. Receives mortgage loan applications from Mortgage Loan Officer and initiates processing. Reviews applications for completeness, reviews assets and liabilities, as listed. Resolves routine problems with applicant; answers questions, clarifies points of confusion, and contacts applicant to obtain information necessary to proceed.
3. Verifies credit, employment, income and liabilities, according to established procedures. Upon receipt of appraisal and title work, verifies to the information provided on the application. Updates LOS to information received to ensure compliance with underwriting guidelines.
4. Completes a final evaluation and analysis of the completed application package and prepares the file for submission to underwriting, specifying any applicable conditions to the credit decision.
5. Notifies all applicable parties of the underwriting decision.
6. Clears outstanding conditions and obtains final underwriting approval. Schedules loan for closing. Prepares loan for closing and submits file to Closing Department.
7. Assists other Processors, as needed, including training, if applicable, of new Processors to bank policy and investor guidelines, and in the methods used to process a mortgage application from start to finish. Maintains and updates procedures as necessary.
8. Maintains focus on enhancing customer service skills and knowledge.
9. Performs other duties as assigned.
10. Completes regulatory and compliance training, as needed.
11. Complies with federal and state regulations and all established bank policies and procedures.

### **Other Responsibilities**

- Must have excellent analysis, observation and decision-making skills.
- Highly focused, able to rapidly determine key priorities, clearly communicate the priorities and ensure resources are properly aligned.
- Should possess excellent interpersonal and communication skills for maintaining effective relationships with officers, employees, and members of the business and civic community.
- Should be able to provide strong, compassionate and visible leadership, which fosters positive attitudes and trust among employees, customers, and prospects.

### **Education and Experience Requirements**

- A high school diploma or GED equivalent and two years of Lot, Construction, Conventional, Government, and Portfolio loan processing experience preferred.
- Must have at least three years of experience and knowledge of Conventional Fixed or ARM mortgage, FHA, USDA, VA, Construction and Portfolio loan processing.
- Experience on a mortgage loan processing system, preferably Encompass.
- Experience with Microsoft office products.
- Good grammar and diction. Ability to read and comprehend instructions, prepare short correspondence, and memos.
- Ability to effectively present information in a one-on-one, or small group, situations to customers, clients, and other employees of the organization.