

Evergreen Credit Union
Structured Compensation - Job Description
Mortgage Operations Manager

Data Year: 2020

Prepared On: 07/01/2020

Department:	Mortgage	Grade:	11
Reports To:	VP, Lending	Classification:	Exempt
Supervises Direct:	4	Supervises Indirect:	0
Approved By:		Effective Date:	08/01/2020
		Revised Date:	06/30/2020

Role:

The Mortgage Operations Manager is responsible for handling the full scope of operations for processing, underwriting, closing and servicing of all mortgages. The incumbent will have the responsibility of leading the mortgage operations team to deliver the best member experience and ensure production and risk standards are met.

The incumbent will provide leadership for all operational activities (mortgage) and have broad knowledge in both current and future systems necessary for growth. Additionally, will recommend and implement procedural changes for improvements in accuracy and efficiency.

Comply with all laws and regulations pertaining to job function such as Fair Lending, HMDA and MLA. Follows all Bank Secrecy Act policies and procedures.

Essential Functions & Responsibilities:

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| E | 10% | Acts as secondary underwriter and other back up as needed depending on volume and staffing. |
| E | 10% | Provides technical training and development to all mortgage operational staff on an ongoing basis. |
| E | 10% | Ensures staff complies with all regulatory requirements and with current and pending applicable rules, laws and regulations. |
| E | 10% | Works closely with the VP of Lending in developing and implementing organization, strategy and policies. |
| E | 10% | Collaborates with Retail Banking and Mortgage Originators to ensure the loan origination experience for first mortgages is timely and efficient. |
| E | 10% | Stays current with compliance, underwriting and closing requirements (Fannie Mae, FHLM). |
| E | 10% | Monitors daily performance metrics and reports on department performance against approved operational goals and objectives. |
| E | 10% | Manages third party vendor relationships, including but not limited to title providers, appraisal management companies, and document management companies, to assure adherence to standard service and quality levels. |
| E | 5% | Assists in the development and implementation of a digital mortgage lending experience through online and mobile channels. |
| E | 5% | Assists the VP of Lending in developing short- and long-term goals for the department; ensure the goals are aligned with the vision and strategic priorities of ECU. |
| E | 5% | Participates in audits and exams. |
| E | 5% | Administrator/support for Loan Origination System(s). |

Performance Measurements:

1. Meet the minimum established individual goals each month.
2. Maintain a professional, courteous, and friendly atmosphere for members and co-workers.
3. Troubleshoot and resolve member and internal inquiries in a timely, friendly and accurate manner.
4. Ensure all approved loans comply with established loan standards and have zero errors.
5. Demonstrate a working knowledge of all mortgage products and rates, both within the credit union and from the industry overall.
6. Maintain a dependable record of attendance and timeliness.

Knowledge and Skills:

Experience	<p>Five years to ten years of similar or related experience.</p> <p>Thorough knowledge of real estate loan origination, processing, underwriting, closing, paperless environment, FNMA guidelines, and all regulatory compliance procedures.</p> <p>Thorough knowledge of real estate pipeline management and metrics analysis to meet expected results.</p> <p>Strong management, analytical and problem resolution.</p> <p>Strong organization, verbal and written communication.</p> <p>Knowledge of current State and Federal laws (Regulation Z, Regulation B, Military Loan Act, HMBA, and the Fair Credit Reporting Act).</p> <p>Strong knowledge of residential mortgage lending and loan documentation requirements.</p>
Education	High School diploma; college degree preferred/equivalent combination of work experience.
Interpersonal Skills	<p>A significant level of trust and diplomacy is required, in addition to normal courtesy and tact.</p> <p>Work involves extensive personal contact with others and/or is usually of a personal or sensitive nature. Work may involve motivating or influencing others. Outside contacts become important and fostering sound relationships with other entities (Realtors and individuals) becomes necessary.</p>
Other Skills	<p>Supervisory Functions</p> <ul style="list-style-type: none"> • Establishes scope of authority, schedule and responsibility for direct reports. • Engages with direct reports and peers to align goals with organizational goals and objectives, along with establishing performance metrics. • Supports established policy and procedures and recommend changes as needed.
Physical Requirements	<p>Must possess sufficient manual dexterity to skillfully operate office equipment including but not limited to the scanner, a computer, photocopier and telephone. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</p> <p>While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hand to finger, handle or feel objects; reach with hands and arms; balance; stoop; kneel, crawl or crouch; talk or hear. The employee may occasionally lift up to 20 pounds. Specific vision abilities are required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.</p>
Work Environment	General office environment.

This Job Description is not a complete statement of all duties and responsibilities comprising the position.

Printed Employee Name

Date

Employee Signature