



Mortgage Loan Officer

Role Description

This position is responsible for the production of a variety of residential real estate loans, working on a base plus commission compensation program. Reviews mortgage loan applications to determine if basic lending criteria are met. Ensures that member needs are satisfied through effective member service. Contributes to the credit unions growth projections through individual and department goals and strategies. Additionally, responsible for cross-sales and/or referrals of all credit union products and services.

- Meet with prospective mortgage loan borrowers on the phone and in person, advising and guiding them throughout the entire loan process.
- Conducts interviews to determine their ability to qualify for residential mortgage products and provides guidance to applicants on other Novation Credit Union products and services that might benefit.
- Counsel applicants regarding credit decisions, including loan denials. Assists to identify, recommend, or negotiate alternative loan requirements, funding and/or loan structure solutions for difficult or denied loan files.
- Process and originate mortgage loan applications with an informed and proactive approach to understand applicant needs, provide professional guidance on financing options, and help members through the application and origination process to ensure a smooth loan experience for the applicants.
- Responsible for self-generation of lead flow and mortgage origination activities consistent with service experience expectations and production goals.
- Continually identifies, develops, and maintains a quality network of business relationships that serves as a recurring source of referrals for new mortgage lending opportunities. A MLO's network may consist of real estate professionals, as well as other valuable referral sources and is enhanced by the MLO's regular participation in business related development opportunities and community efforts.
- Accountable for execution of mortgage sales and marketing initiatives and effective pipeline management practices to meet successful closing deadlines.
- Collaboratively works with other mortgage officers, employees, and members on matters pertaining to mortgage services.
- Remain current on industry products and developments, ensuring the credit union's ongoing competitive advantage.
- Maintain appropriate confidentiality of all member information.
- Performs other duties as required.

Qualifications

- A minimum of 3 years of current residential real estate lending sales experience.
- Strong knowledge of current real estate and consumer lending laws and regulations.
- Strong customer service skills, with the ability to effectively communicate and build relationships with clients.
- Sales aptitude with ability to identify and pursue sales opportunities effectively.
- Recent experience with mortgage loan origination and underwriting systems.
- Excellent attention to detail, organizational skills, and ability to work with sensitive information.
- Strong ethical standards and compliance with regulations and industry best practices.
- Registration with the Nationwide Mortgage Licensing System and Registry.
- Credit union industry experience a plus.

Competitive base compensation with additional performance-based commission incentives.

Base pay range of \$38,000 to \$42,000