

TITLE: Mortgage Loan Processor

REPORTS TO: Mortgage Loan Originator

Purpose

Ensure that members have an excellent experience at the credit union. Provide information on credit union products and services to members in accordance with credit union policies, procedures and regulations. Answer mortgage questions and keep members informed during the lending process. Interview and assist with member loan applications, document collection and information gathering, setting appointments with loan officers, scheduling and coordinating loan closing, attending lending functions and collate, review, and verify loan documents and files for accuracy. Assist in creating and implementing promotions and marketing events for the mortgage department.

Duties and Responsibilities

1. Answer telephone calls, in a warm and friendly way, for the mortgage loan department, provide routine information, and/or route calls to the appropriate loan officer. Take messages and coordinate follow-up on member and non-member inquires.
2. Orders appraisals, flood certificate, title work and other documents necessary to support the loan application; as well as, coordinate the closings with the title company.
3. Obtain copy of current homeowner's insurance and flood insurance (if applicable) and make sure mortgage clause is in favor of credit union.
4. Ensure that loan files contain required documents and information, and that all documents have the proper signatures, dates, and other relevant information.
5. Ensure prompt return of all documents from closing agent. Review all closed documents for completeness and accuracy.
6. Prepare wire transfers to send to the title company and set up ACH loan payments in the system.
7. Organize and audits final loan files.
8. Process pay-off statement request.
9. Process paid-off real estate loans; including, ordering release of lien for recording at the County Clerk's, refund escrow balances (if applicable) and remove paid off loans from active loans, escrow and insurance lists.
10. Review and monitor daily/weekly escrow reports; as well as, keep track of all escrow account files to renew property insurance, pay property taxes, review and maintain annual escrow analysis, and prepare and mail out analysis letters.
11. Ensure all Title Insurance Policies are received in a timely manner and filed appropriately.
12. Prepare weekly, monthly, and quarterly reports as assigned.
13. Maintain and understand compliance to ensure that work complies with SOTCU's established policies, procedures and applicable regulations.
14. Attend closings or other real estate marketing events; as well as, participate in business development activities for the mortgage department. This includes making outbound lead generating calls and participating in developing and implementing marketing campaigns.
15. Perform other duties as assigned.