

Title: Bilingual Closing Coordinator

Reports to: VP of Lending

### *Purpose*

Assist the Real Estate department by gathering members financial documentation, entering and updating loan application files, following up with members, providing information via phone calls/emails to existing and potential members, creating and processing documentation for applications and closings, and providing high quality service. Promote credit union products and services.

### *Duties and Responsibilities*

1. Prepare closing loans packages necessary for individual loan types in accordance with credit union guidelines.
2. Ensure the timely movement and closing of approved loans through the pipeline
3. Monitor loan status on a continual basis to ensure that closing dates and service standards are achieved.
4. Advise all parties of any changes or issues that may occur to ensure high quality standards and member service.
5. Review all preliminary documents provided from attorney/title companies to include, but not limited: Title Policy, surveys/ Hazard/Flood insurance binder, Deeds, Closing Disclosures, Power of Attorney and/ or Trust documentation, and escrow statements.
6. Perform a pre-closing quality review of loan files prior to releasing closing package
7. Complete all disbursement procedures for funding to attorneys/title company, any necessary refund checks and release of escrow monies withheld
8. Respond to and resolves technical and complex problems that arise.
9. Communicate regularly with member, realtors, title companies, attorneys, and vendor to coordinate and obtain documentation necessary to close mortgage loans and keep everyone in informed and on the same page throughout the loan process.
10. Comply with credit union policies and procedures, as well as regulatory compliance.
11. Provide excellent customer service to everyone.
12. Maintain accurate records of insurance and taxes on real estate loans

13. Maintain escrow accounts for the payment of member's taxes and insurance
14. File necessary documentation to the tax office
15. Request and evaluate real-estate appraisal to ensure proper guidelines are followed and final value is properly determined.
16. Set up appointments for real estate department and keep the department running smoothly

*Other Duties*

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.