

Job Posting



FLSA: Non-Exempt

Open Position: Mortgage Department Representative – Home Equity

Location: Main Branch {3030 S. Adrian Hwy, Adrian MI 49221}

Submit a Resume to hr@tlccu.org

SUMMARY:

Plans, organizes and coordinates all the activities associated with processing/closing home equity fixed term, HELOC's and secured home improvement products. Interacts directly with credit union members, service providers, and employees to facilitate the efficient processing of home equities. Responds to all member inquiries concerning home equities including questions about underwriting conditions, appraisals/valuations, title work/record searches and other documentation.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following: Other duties may be assigned.

- Maintains a high level of knowledge and procedural expertise in the management of the home equity fixed term, HELOC's and secured home improvement loans.
- Interacts with employees and members; provides staff members a positive, professional role model of member service and sales through personal example.
- Understands and can effectively apply home equity lending policies.
- Must have working knowledge of the home equity process: underwriting, credit loan analysis, property appraisal/valuation, title work/record search, disbursement and accounting entries.
- Processes, Underwrites and prepares closing docs for all home equity products.
- Communicates with Collection Department concerning delinquent home equities.
- Oversee monitoring of loans serviced by maintaining loan documents in compliance with policy and federal regulations.
- Work with the internal auditor to ensure compliance with internal controls.
- Ensure compliance with federal laws and regulations set forth by the National Credit Union Administration and other regulatory agencies.
- Assists management in training staff in areas related to home equity requirements.

- Monitors and reviews appraisals/valuations, credit reports, title work/record searches, flood certificates, verifications, etc. as necessary to process home equity loans.
- Assists in the preparation of information necessary to establish credit limit.
- Assists with scheduling closings and coordinates with members and TLC staff.
- Perform daily/monthly/quarterly home equity loan file maintenance.
- Maintain daily/monthly/quarterly home equity reports.
- Maintain and service all Home Equity HPML escrow requirements.
- Maintain and discharge all paid off home equity loans.
- Responsible for all home equity activity following the closing and disbursing of the loan.
- All other items deemed necessary by Management.

SUPERVISORY DUTIES:

None

PERFORMANCE STANDARDS:

- Performs duties, responsibilities and accountabilities in accordance with TLC Objectives, generally accepted accounting principles and generally accepted auditing standards for organizations.
- Works cooperatively with all staff.

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

- Four or more years of progressively responsible experience within a financial organization to have gained necessary experience and background knowledge to deal effectively with member relations matters.
- Excellent verbal communications, interpersonal and listening skills.
- Ability to function with minimal supervision.
- Requires basic knowledge of Microsoft Word and Excel.

COMMUNICATION SKILLS:

- Ability to respond to common inquiries or complaints from members and employees.
- Ability to effectively present information to top management, public groups, and/or boards of directors, employees and managers as required.

CERTIFICATES, LICENSES, REGISTRATIONS:

No requirement

OTHER SKILLS and ABILITIES:

- Ability to read, analyze, and interpret common and technical journals, financial and statistical reports.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to relate management goals and objectives to budgets and action plans, focusing on increasing profitability while maintaining superior member service.
- Ability to exercise discretion and independent judgment in interpreting policies and procedures, making exceptions as required.
- Requires strong interviewing skills to determine existing and/or potential members' needs and demonstrated ability to communicate with members in a business-like manner which will enhance the Credit Union's overall image.
- Ability to make decisions, take action, and accept responsibility for results.
- Ability to act appropriately in a business-like manner in any situation
- Ability to operate general office machines and equipment such as: typewriter, photocopier, fax machine, computers, and telephones.
- Requires strong written communication skills.

WORKING CONDITIONS:

Branch-based with occasional travel to and from potential members within our field of membership. Work conditions include standing, lifting, bending, stooping, and reaching.