

# Job Posting



**FLSA:** Non-Exempt

**Open Position:** Mortgage Department Representative – Closer/Post Close

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

Submit a Resume to [hr@tlccu.org](mailto:hr@tlccu.org)

## **SUMMARY:**

Plans, organizes and coordinates all the activities associated with mortgage closings including the mortgage secondary market portfolio and the construction loan portfolio. Interacts directly with credit union members, realtors, service providers, and employees to facilitate the efficient closing of mortgages. Responds to all member inquiries concerning mortgages including questions about title work, closing documents, scheduling closings and disbursement of funds.

**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 mortgage secondary market and construction loan portfolios and conventional mortgages.
- Interacts with employees and members; provides staff members a positive, professional role model of member service and sales through personal example.
- Identifies members' and potential members' needs and sells and cross-sells Credit Union services and products actively in an appropriate, professional manner. Interviews existing and potential members; explains specific services, products, and policies, including membership eligibility requirements.
- Understands and can effectively apply mortgage lending policies.
- Must have working knowledge of the mortgage process: underwriting, credit loan analysis, property appraisal, title work, disbursement and accounting entries.
- Disburses mortgage loan funds based on closing document requirements.
- Maintains closing pipeline.
- Ensures all documents are in file and accurate for closing; such as: title, payoffs, home-owner's insurance, etc....
- Performs pre-closing file audit.
- Performs End of Day duties.

- 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 mortgage closings and secondary market requirements.
- Monitors and reviews appraisals, credit reports, title work, flood certificates, verifications, etc. as necessary to close mortgage loans.
- Prepares and closes mortgages for secondary market.
- Monitors Fannie Mae underwriting standards and takes necessary actions to comply.
- Prepares closing documents and schedules and coordinates with members, realtors, title companies and TLC staff.
- Assists in the maintenance of the FICS Mortgage System – uploading new loans.
- All other items deemed necessary by Management.

**Post-Close Responsibilities:**

- Ensure all closing documents and conditions are met.
- Ensure final title and recorded mortgages are received.
- Perform post-close file audit.
- Prepare files to be scanned/imaged.

**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.