

# MORTGAGE LOAN ORIGINATOR

## Job Description



**DEPARTMENT:** Mortgage

**REPORTS TO:** Assistant/Vice President, Mortgage Sales

### POSITION SUMMARY

Serves as customer's primary contact for all mortgages, refinances or construction loans. Responsible for completing the loan applications and obtaining proper documentation required for underwriting. Ensures the loan is processed upon approval. Must establish and maintain strong customer relations. Responsible for following Compliance Regulations.

### ESSENTIAL DUTIES & RESPONSIBILITIES

#### Customer Service:

- Responsible for being available as contact person for customers.
- Must clearly and accurately communicate rates and terms of GenoaBank and secondary market loans.
- Checks rates frequently to ensure accurate rate communication.

#### Application Process:

- Responsible for following Federal Reserve Compliance regulations regarding the application process.
- Locks rates for customers.
- Assists customers in the completion of loan applications and other required paperwork.
- Ensures documents are completed accurately to allow for efficient processing.
- Retrieves the proper documents needed to complete the application and lending process.

#### Follow-up:

- Follows the loan applicants through processing to ensure quality customer service.
- Returns calls from customers the same day received or at the earliest possible time.
- Presents at loan closing whenever feasible.

#### Customer Recruiting:

- Establishes and maintains relationships with local customers as well as area realtors, developers, accountants, etc.
- Responsible for calling on customers and other contacts to secure future potential business.
- Makes ten calls to realtors or builders weekly as well as monthly sales meetings in realtor offices.
- Submits call reports to Senior Lender as requested.

## OTHER FUNCTIONS

- Attends weekly Pipeline Meetings to review loan applications in process and verify recently closed loans.
- Works with EVP Chief Lending Officer and/or A/VP of Mortgage Sales to resolve issues or when alternative loan structuring is needed or requested.
- Works with the mortgage processing department to ensure quality customer service and timely closings for bank customers.
- Maintains compliance with all banking laws, acts, regulations, and bank policies and procedures.
- Any other duties or projects as assigned by Management.

## REQUIREMENTS & QUALIFICATIONS

Education: Associates or Bachelor's degree in Sales, Marketing or business preferred.

Experience: Minimum of 1-3 years in banking experience with an established background in sales.

Specific Skills: Computer skills; above average communication skills; sales ability.

Specialized Knowledge, Licenses, etc.: Bank products, interest and payment calculation, knowledge of Mortgage Compliance Regulations; NMLS.

Supervisory Responsibility, if any: Not Applicable, however, may be responsible for assisting supervisor in the training of newly hired originators.

Working Conditions (shift times, location, etc.): Mortgage Originators must be available during business hours as well as weekends and evenings. Each originator will have an office based in one of GenoaBank's branches.

**Employee Name (Print):**

**Employee Signature:**

**Date:**