

AMERICAN EAGLE FINANCIAL CREDIT UNION

<u>JOB TITLE:</u>	REAL ESTATE PROCESSOR
<u>REPORTS TO:</u>	MANAGER, REAL ESTATE PRODUCTION
<u>SALARY GRADE:</u>	NE40
<u>EFFECTIVE DATE:</u>	APRIL 2017
<u>BASIC FUNCTION:</u>	Manages and processes a pipeline of first mortgage and home equity loans while providing superior member service. Ensures legal compliance procedures and Credit Union lending policies are consistently maintained and applied.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Reviews loan pipeline on a regular basis to ensure files progress thoroughly and accurately toward closing prior to expiration of contingency dates, including loan commitment and rate lock dates.
- Works with borrowers to gather adequate documentation to pre-underwrite, income, credit, asset, etc. in order to submit to underwriting for a loan decision to be made according to Credit Union and investor guidelines.
- Provides high-level support for all internal and external stakeholders, including branch retail staff, Loan Originators, borrowers and team members.
- Re-discloses loans in accordance with federal regulations as needed. Receives and verifies accuracy of any *changed circumstances* from original application request that result in re-disclosure. Fees must be categorized in the correct tolerance buckets.
- Determines level of appraisal and title work needed on home equity loan and line of credit applications and works with third party vendors when corrective action is required.
- Determines acceptability of collateral by reviewing home equity appraisals, valuations and property condition reports to ensure collateral is sufficient.
- Ensures accuracy of HMDA reportable information in Credit Union loan origination software.
- Ensures delivery of appraisals to borrowers within three days of closing in accordance with Regulation Z.
- Verifies loan data meets HPML and HOEPA threshold Regulation Z guidelines.
- Ensures all loan documentation are accurate, complete, and meet federal regulations and investor guidelines in order to avoid loan buybacks in the secondary market prior to submitting to underwriting.
- Reviews and interprets AUS findings to pre-determine borrower's ability to repay has been evaluated and documented prior to submitting to underwriting.
- Receives and clears administrative underwriting conditions needed after loan approval.
- Coordinates with all applicable parties when conditions have been satisfied so that file can be moved to clear to close status.
- Counsels borrowers on purchase and refinance transactions. Addresses any/all mortgage-related questions including rates, products, and disclosures.
- Cross-sells Credit Union products and services when appropriate.
- Conducts home equity closings as needed. Occasional travel to various Credit Union locations may be required.
- Performs related duties and special requests as assigned.

SUPERVISORY RESPONSIBILITIES:

None.

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, skills, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

CORE COMPETENCIES:

Customer Focus – Understands customer needs in order to provide an experience that exceeds expectations.

Collaboration – Builds trusting partnerships to impact positive change, improve operations, and align with organizational strategies.

Effective Communication – Ensures clear, appropriate messages are provided to others on a consistent basis.

Decision-Making – Makes sound decisions using a systematic process.

Accountability – Takes responsibility for actions and behaviors.

Adaptability – Remains flexible to overcome obstacles and achieve results.

Emotional Intelligence – Manages own emotions; understands and is empathetic to emotions of others.

OTHER SKILLS and ABILITIES:

Ability to operate a personal computer with a high level of proficiency in such software applications as word-processing and Excel spread sheets. Knowledge of mortgage-related software applications helpful. Ability to operate a fax, calculator, copier, and phone are essential.

EDUCATION and/or EXPERIENCE:

Associate's degree and a minimum of three to five years of related experience or an equivalent combination of education and experience.

CERTIFICATES, LICENSES, REGISTRATIONS:

Ability to successfully complete the registration process as a mortgage loan originator, (MLO) with the National Mortgage Licensing System and Registry, (NMLS), and ability to annually renew and maintain registration throughout employment.

LANGUAGE SKILLS:

Ability to read, analyze and interpret procedure manuals, product and service manuals, and financial information as it pertains to mortgages. Ability to respond to inquiries or complaints from members. Ability to write professional business correspondence and document information in a high-volume atmosphere. Ability to effectively present information to small groups, members, clients and other employees in a concise, accurate, and pleasant manner.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute interest rates and the ratios necessary to conduct the daily business of mortgage lending.

REASONING ABILITY:

Ability to collect data, establish facts, draw valid conclusions and resolve problem. Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations. In certain circumstances, problem resolution may require considerable diplomacy while dealing with difficult members.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this position, the employee is regularly required to talk and hear. The employee is frequently required to walk, sit and use hands to finger, handle or feel. The employee is occasionally required to reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential function of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

MENTAL DEMANDS:

The mental demands necessary to competently perform this job include the need to use persuasiveness, problem solving, resourcefulness, precision, creativity, use numeric calculations, and the ability to multi-task, handle heavy phone volume, and work in a stressful, fast paced environment.