

## **Mortgage Loan Department Manager - Job Standards**

Job Standards include: (Note: this is a representative list only - complete list provided with purchase)

### KNOWLEDGE OF WORK:

Understands the entire mortgage lending process including first mortgages, second mortgages, home equity lending, FHA Title I and II, and other mortgage instruments and conveyances that might be legal for a organization to offer, and how to ensure all mortgages are written in conformance with the requirements of the secondary mortgage market

Understands the organization's mission statement, mortgage lending policies, and other products and services and is able to communicate effectively on these topics

Can teach the mortgage lending process to subordinates including underwriting techniques, ordering and analyzing property appraisal reports, title company processes and utilization, working with attorneys, and related processes

Knows how to operate a mortgage lending operation for maximum efficiency and effectiveness

### QUALITY OF WORK:

Ensures all mortgage applications are absolutely complete as to required documentation, within organization policy or secondary mortgage market underwriting guidelines

Develops and maintains a mortgage processing system and procedure that results in a turn-around time of \_\_\_\_\_ on \_\_\_\_\_% of all mortgage loan applications

Provides a high degree of interface with mortgage lending staff to ensure the timely and accurate completion of all mortgage applications

### QUANTITY OF WORK:

Department processes a minimum dollar volume of \$ \_\_\_\_\_, involving at least \_\_\_\_\_ mortgage loans, every month

Ensures that departmental staff maintain contact with borrowers at predetermined periods in the process (approval, appraisal, title work, disbursement)

Completes and files required reports to external agencies regarding mortgages held for resale, mortgages sold, interest and commissions due, etc.

### PROBLEM ANALYSIS:

Reviews processing schedule and identifies any mortgages that are not being closed in a timely manner; investigates reasons why and implements remedial action

Deals with problem cases involving special circumstances (unfavorable credit, unserviced property, workman's liens, sale between spouses, etc.) and resolves in manner that does not diminish organization's security or priority status of claim