



---

---

## POSITION DESCRIPTION

**POSITION TITLE:** Mortgage Loan Originator

**LOCATION:** Manistee, MI

**DEPARTMENT:** Lending

**CLASSIFICATION:**

**SALARY GRADE:**

**Approved By:**

---

### REPORTING RELATIONSHIPS

**POSITION REPORTS TO:** Mortgage Lending Manager

**POSITIONS SUPERVISED:**

---

### POSITION PURPOSE

**Mortgage Loan Originator** is a business professional that works with members to determine eligibility for obtaining mortgage loans. The Loan Officer will be working directly with members to secure credit and financing by interviewing and evaluating applications, analyzing current credit and financial data, judging credit worthiness and structuring a mortgage loan based on established conventional, governmental and portfolio guidelines. Candidates will be willing to represent the credit union throughout the community, building rapport by meeting regularly with real estate professionals and membership in local organizations.

---

### ESSENTIAL FUNCTIONS AND BASIC DUTIES

1. Loan Application and Processing
  - a. Knowledge and understanding of conventional and governmental products and guidelines along with credit union products and policies.
  - b. Conduct interviews with prospective borrowers to determine eligibility and qualification.

- c. Input and disclosure of loan applications and pre-qualifications for real estate residential loans as well as Home Equity Lines of Credit.
  - d. Analyze employment, income, financial history, assets, and credit data to determine member credit worthiness.
  - e. Advise members on product/pricing and guidelines.
  - f. Work with processing and closing teams to ensure on-going communication with all involved parties for fulfillment of loan conditions, status, and timely closings.
  - g. Consult members in basic credit counseling.
2. Lending and Membership Growth
- a. Solicit potential members for new loans and deposit accounts with available credit union products.
  - b. Develop and maintain a quality network of business relationships that serves as a recurring source of referrals for new lending opportunities and membership growth.
  - c. Community involvement.
3. Customer Service
- a. Assist members with account inquiries.
  - b. Ensures members' requests and questions are promptly and courteously resolved.
  - c. Set up and monitor payment plans.
  - d. Notary (if applicable).
4. Credit Union Employee
- a. Ensures work area is clean, secure, and well maintained.
  - b. Assumes responsibility for related duties as required or assigned.
  - c. Assists with promotional activities. Cross sells services.
  - d. Participates in credit union committees and special events.
  - e. Completes special projects as assigned.
5. Professional Development
- a. Network and attend functions outside of credit union.
  - b. Community involvement.
  - c. Stays informed regarding developments and changes in the secondary market guidelines, status of interest rates, financial forecasts, and upcoming trends in the credit field.
  - d. Team collaboration. Aid, support and share knowledge to lending team as well as all credit union staff.
  - e. Ensures the Credit Union's professional reputation is maintained both internally and externally.
  - f. Represents the Credit Union in contacts with business and trade professionals.
  - g. Continual training, education, and certification.
  - h. Maintain and advance thorough knowledge of lending programs, procedures, guidelines, and regulatory requirements.
  - i. Demonstrates a commitment to professional ethics and complying with all credit union, Federal and State compliance policies.

## PERFORMANCE MEASUREMENTS

Lending services are efficiently and effectively provided in accordance with established Credit union policies and standards, applicable laws, and regulations.

1. Loan applications are promptly disclosed, accurately according to current guidelines, policies, and procedures.
2. Establish relationships with potential business partners.
3. Time management skills are optimized, and productivity adequately increases or is maintained per market conditions and/or credit union policies.
4. Good attendance and professional appearance.
5. Safe lending practices are maintained which result in delinquency ratios no higher than the national averages.
6. Good business communication exists with member applicants and their lending needs are properly assessed and met. Effective financial counseling is provided as needed.
7. Professional business relations exist with external trade contacts. Questions and problems are promptly and courteously reported and/or resolved.
8. Effective working relations and coordination exist with Department and Credit union personnel. Support is requested as required. Management is appropriately informed of area activities and of any significant concerns.

---

## QUALIFICATIONS

**EDUCATION/CERTIFICATION:** High School diploma, or equivalent, preferred college degree in business, finance, or a related field; or equivalent experience.

**REQUIRED KNOWLEDGE:** Thorough knowledge of secondary conventional and governmental loan products along with credit union products and applicable policies and standards.  
Understanding of government regulations and legal requirements involving lending and related functions.  
Familiarity with loan promotions and marketing practices.

**EXPERIENCE REQUIRED:** Business or real estate related experience recommended.

**SKILLS/ABILITIES:** Strong communication, problem solving and multitasking skills.  
Good project management abilities.  
Well organized, and able to meet deadlines.  
Excellent public relations skills.  
Able to operate related computer applications and business equipment.

---

## PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

**TALKING:** Able to converse with members confidently, adequately, and accurately. Convey loan decisions and information at a professional level.

**AVERAGE HEARING:** Able to hear average or normal conversations and receive ordinary information.

**AVERAGE VISUAL ABILITIES:** Average, ordinary, visual acuity necessary to prepare or inspect documents or products, and operate machinery.

**PHYSICAL STRENGTH:** Sedentary work; sitting most of the time. Exerts up to 10 lbs. of force occasionally. Ability to lift as much as 50 lbs. (Almost all office jobs.)

---

## WORKING CONDITIONS

**NONE:** No hazardous or significantly unpleasant conditions (such as in a typical office).

---

## MENTAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

**REASONING ABILITY:** Ability to apply logical or scientific thinking to define problems, collect data, establish facts, and draw conclusions.  
Able to interpret a variety of technical instructions and deal with multiple variables.

**MATHEMATICS ABILITY:** Ability to compute discount, interest, profit and loss; commission markup and selling price; calculate ratios, proportion, and percentage.  
Able to perform very simple algebra.

**LANGUAGE ABILITY:** Ability to read a variety of books, magazines, instruction manuals, atlases, and encyclopedias.  
Ability to prepare memos, reports, and essays using proper punctuation, spelling, and grammar.  
Ability to communicate distinctly with appropriate pauses and emphasis, correct pronunciation (or sign equivalent), and variation in word order using present, perfect, and future tenses.

---

## INTENT AND FUNCTION OF JOB DESCRIPTIONS

*Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well-constructed job descriptions are an integral part of any effective compensation system.*

*All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the positions. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all-inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.*

*In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.*

*Job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.*