

**America's Credit Union**  
**Structured Compensation - Job Description**  
**Mortgage Loan Processor**

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Department: Real Estate/Commercial Lending  
Reports To: Mortgage Loan Supervisor      Classification: Non-Exempt  
Supervises Direct: 0      Supervises Indirect: 0  
Approved By: CLO

**Role:**

To interview applicants applying for mortgage loans.

**Essential Functions & Responsibilities:**

Interview loan applicants to determine if they meet credit union requirements for a mortgage loan. Obtain credit reports, sales contracts, order appraisals and title policies, answers member questions, resolves all discrepancies, etc.

Send out required loan disclosures, request income verification from members, verifies funds for closing from bank statements, and other required documents.

Ensure all documentation is completed and signed before submitting the application and all supporting documentation to Underwriter for decisioning. Follow up with member after receiving loan decision to inform member of loan denial or approval.

Determines if applicant meets Credit Union standards for further consideration.

Performs other job-related duties as assigned.

Informs applicant of closing costs, such as appraisal, credit report, and notary fees.

Register as MLO with NMLS and renew annually between November 1 and December 31.

**Performance Measurements:**

1. Submit complete loan application forms and supporting documentation to loan processor in a timely manner for prompt loan decisioning.
2. Ensure accuracy of information to determine income, debt and credit history with zero errors.
3. Contact applicants or other contacts to resolve discrepancies within 8 hours of being informed of any problems.
4. Ensure compliance of all loan denials or approvals with lending policies, procedures, rules, and regulations.
5. Provide informed, professional, accurate service and support to all members and associates by responding to messages and correspondence within 8 hours.
6. Develop and maintain knowledge of all mortgage products and rates within the credit union and from the mortgage industry.

**Knowledge and Skills:**

Experience      Two years to five years of similar or related experience.

Education      A high school education or GED.

**Interpersonal Skills** Work involves much personal contact with others inside and/or outside the organization for the purpose of first-level conflict resolution, building relationships, and soliciting cooperation. Discussions involve a higher degree of confidentiality and discretion, requiring diplomacy and tact in communication.

**Other Skills** Excellent communication skills.

**Physical Requirements** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit; use hands and/or fingers; and talk or hear. The employee is occasionally required to stand; walk; reach with hands and arms; and stoop or kneel. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.