

Community Development Corporation of Utah (CDCU)

Job Title: Loan Processor

Reports to: Lending Manager

FLSA Status: Salaried Position

Pay range: \$50,000-\$54,000 DOE

Contact: Please email resume and cover letter to brayan@cdcutah.org

Company and Position Overview:

CDCU is at a non-profit organization and community development financial institution (CDFI) whose mission is to strengthen our communities by empowering all Utahns through access to affordable housing and financial security. CDCU offers a variety of products services including: financial and housing counseling and education, affordable homes for sale, real estate representation, homes for rent and federal and private: mortgage, consumer lending.

The Loan Processor will be part of the lending team that is responsible for managing a statewide mortgage assistance program to be launched in October 2022.

Responsibilities include: verifying documentation and program qualification, completing service files for underwriting, working directly with applicants, verifying third party authorization and other duties related to the mortgage assistance program. The loan processor will coordinate tasks with lending manager, housing counseling team, real estate team and other staff in the organization. This is a salaried position with no commissions or bonuses, but offers excellent flexibility and benefits including health, dental, health savings account, paid phone bill or credit, 12 paid holidays, paid time off, and a retirement plan.

Because this is a federally funded program, it is estimated that it will operate for three to four years. Applicants should be aware that this position may be eliminated at any time due to the nature of the funding.

Essential Duties and Responsibilities:

- Respond to phone call and email inquiries, assisting potential customers to determine if they may qualify for lending programs and how to go about applying
- Process loans, adhering to the specific program policies and procedures
- Manage critical deadlines, prioritize and complete time-sensitive tasks

- Effectively communicate loan status and issues with the entire team including: loan officers, title companies, underwriters, and borrowers in a timely manner
- Coordinate the gathering, ordering, copying, and confirming accuracy of all current pertinent information and necessary supporting documentation to ensure a loan application package is complete and ready for counseling review and underwriting approval, as required by the specific lending program
- Work directly with borrowers to gather information, explain irregularities, cure loan conditions, follow-up, etc.
- Order all types of verifications, appraisals, title reports, visual inspections, environmental reports etc.
- Perform data entry, assist with reporting, billing, compliance and file management
- Perform initial income calculation and award determination for mortgage assistance applications
- Assist in process improvement initiatives to increase productivity and efficiency across all lending programs
- Work as a team player to complete assigned tasks, communicate regularly about status, questions, problems, solutions, and covering for others as needed
- Provide quality customer service to current and potential customers and partners
- Other duties as assigned

Core Competencies and Qualifications:

- Understanding of mortgage loan operations
- Knowledge of real estate industry, mortgage and underwriting terminology
- Understanding of federal funding restrictions and regulations
- Strong attention to detail, accuracy, urgency, and deadlines
- Ability to apply critical thinking skills to analyze situations, anticipate issues and make good decisions to resolve issues
- Extremely responsive to internal and external customer requests; strive to exceed customers' expectations.
- Listens to and understand others perspectives. Anticipates customer needs and offers innovative solutions.
- Effective communication skills: in-person, phone, email, and professional letters
- Manages time well, adjusts quickly to changing priorities and conditions, and copes effectively with complexity and change.
- Works well in a team, always demonstrating respect, dependability, flexibility, and a desire to help the company, co-workers and clients succeed
- Highly motivated to take initiative, perform and achieve results
- Competence in Microsoft Excel, Word, Outlook; Windows and other software applications as appropriate including familiarity with Loan Origination Systems.

Education and Experience

- High school diploma or equivalent required, Bachelor's degree preferred
- One-two years of industry experience in mortgage processing, real estate, title/escrow preferred
- NMLS license preferred but not required
- Experienced with administrative and support functions
- Bilingual Spanish speaking strongly desired

WORK ENVIRONMENT:

PHYSICAL/MENTAL DEMANDS: Office environment with some travel

HOURS: 40 hours/week. Mon-Fri 8-5.

This job description in no way states or implies that these are the only duties to be performed by the employee incumbent in this position. Employee will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.