

## **Loan Processor/Assistant**

### **SUMMARY**

This position reports directly to the VP and is responsible for assisting with the accurate and timely processing of Down payment/Closing Cost Assistance loans, from initial application through closing, in accordance with applicable Company Underwriting and Lending Policies, Federal and State Funding requirements (i.e. HOME, HOPE, SHIP, CDBG), secondary market standards (FNMA/FHLMC/HUD, if applicable) and federal compliance regulations. Each case requires frequent follow-up and monitoring to insure timely disposition.

### **MAJOR RESPONSIBILITIES**

#### **Customer Service**

- Serve as initial point of contact for the program; respond to all inquiry calls
- Act as a liaison between borrower, lender, title company and funding source
- Provide customer with timely and periodic status updates of their loan application

#### **Customer Intake and Data Entry**

- Collect required documentation from borrowers and follow up on missing items. Order verifications and credit reports, as needed.
- Establish, maintain, and update files, databases, records, and/or other documents for recurring internal reports
- When the file is complete, prepare it for underwriting review and assessment

#### **File System Management**

- Assure that all customer files are complete and in compliance with regulatory agencies and internal policies
- Ensure customer privacy, security of files and appropriate staff access

#### **Administrative Support**

- Prepare commitment letter(s), denial letter(s) and cancel files when necessary
- Maintain pipeline report and notify management of status as needed
- Process the documents received for each file, verifying the accuracy and completeness of each document.
- Make recommendations for procedural changes to increase efficiency.
- Other duties as assigned.

### **KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:**

1. Minimum 2-3 years directly related experience combined with education/training in Housing/Lending or a related field.
2. Ability to provide excellent customer service in person and on the phone.
3. Ability to handle multiple tasks and frequent interruptions
4. Ability to handle stressful situations with calmness and courtesy.

5. Ability to communicate effectively, both orally and in writing.
6. Excellent records and file management skills.
7. Knowledge and experience using MS Word (min 40-50 wpm), Excel, Outlook, Power Point. Experience with CounselorMax database is an advantage.

**Working Conditions**

Normal office environment.

Ability to work occasional evenings and weekends and travel for educational, training purposes.