



TITLE: Senior Mortgage Loan Officer

REPORTS TO: Mortgage Lending Manager

PURPOSE:

The Senior Mortgage Loan Officer is responsible for assisting members during the residential application intake, underwriting, and closing process for all mortgage applications. The officer will work closely with members to understand their financial needs, provide exceptional service, and guidance during the application life cycle.

PRIMARY RESPONSIBILITIES:

- Manage the origination, underwriting, and processing of real estate loans.
- Mentor and support junior Mortgage Loan Officers and Processors.
- Provide assistance to applicants with state or federal housing grant programs when applicable or available.
- Proactively identify and pursue new business/sales opportunities.
- Gather, evaluate, and verify loan documents for accuracy; address any underwriting conditions/stipulations, and coordinate closing schedules with members and department colleagues.
- Assess and evaluate the financial income and credit worthiness of applicants to recommend eligibility for home equity installment loans or home equity lines of credit.
- Conduct and maintain loan file quality reviews for accuracy and timeliness activities, high level of attention to details in handling financial documents.
- Establish escrow accounts when applicable; verify status of property taxes, liens, flood, and homeowners' insurance.
- Assist in the preparation and tracking of Home Mortgage Disclosure Act (HMDA) reports, ensuring accuracy and compliance with regulatory requirements.
- Support with the creation, maintenance, and operational reporting activities as requested.
- Communicate and share any risks or concerns identified through lending activities with management as soon as concerns arise.
- Executes loan growth goals, sales targets, and objectives established by the management team.
- Build and maintain strong relationships with internal and external members, business partners, and vendors. Ensure DMCU service standards are maintained throughout the lending process.
- Ensure all activities and processes are conducted in accordance with internal policies, procedures, guidelines, and comply with relevant state and federal regulations.
- Perform all other duties as requested by management to support the needs of internal and external members.



BSA COMPLIANCE:

This job requires an understanding of and compliance with the Bank Secrecy Act, OFAC, the USA PATRIOT Act, and related credit union policies and procedures, including the reporting of suspicious activity, including insider abuse, as directed. The role includes the management and support of subordinate team members' responsibilities in these areas.

JOB COMPETENCIES:

- Member Service
- Decision-making/Judgment
- Policy Compliance
- Loan Growth
- Analytical Skills
- Leadership
- Communication

REQUIREMENTS:

- Minimum of 5 years of experience in real estate lending, with a solid understanding of the mortgage application to closing life cycle.
- High school diploma or equivalent required; associate degree or coursework in business, environmental studies, or a related field preferred.
- Active and/or valid NMLS registration required in compliance with the SAFE Act.
- Preferred experience or certification in assisting with state or federal housing grant applications, including intake and submissions.
- Proficiency in lending and servicing software applications is required.
- Strong understanding of loan products, underwriting processes, and regulatory requirements.
- Analytic skills are essential for this role.
- Excellent verbal, written, and interpersonal communication skills.
- Ability to work in a fast-paced environment while meeting deadlines and turn-times.
- Must be dependable and willing to work additional hours when necessary to serve both internal and external members.

WORKING CONDITIONS:

- Ability to lift 10-15 lbs.
- Ability to sit for extended periods of time.