

Loan Officer Assistant (Contract to Close)

Position Summary

The Loan Officer Assistant plays an important role in the organization by performing, under direct supervision, a number of activities related to assisting originators build complete loan files for submission. This role performs the Contract to Close duties.

Essential Functions

Contract to Close duties:

- Monitor key dates related to loan transactions and respond accordingly.
- Send loan forms, disclosures agreements, and other supporting documentation to customers for completion and signature; manage the collection of completed documents accordingly.
- Manage assigned originator's database; tracking active loan(s) and entering data as needed.
- Maintain customer contact to ensure follow-up of loan application and answer basic customer inquiries while providing quality customer service.
- Provide support in the collection and preparation of submitting loan application with supporting documentation to processing.
- Order out 4506T, SSA, Credit Supplements, AccountCheck and Work Number as needed.
- Prepare and submit loan applications to processing, helping to resolve any subsequent file issues and escalating processor conditions as required assisting processor in clearing any conditions placed on loan(s).
- Reviewing CD to ensure fees and cash at closing are consistent with commitment to customer.
- Provide any necessary assistance through production and underwriting process.
- Provide status updates to referral sources on active loans, subject to Client policies on Consumer Privacy and Safeguarding of Information.
- Answer customer inquiries related to active loan, and/or loan application status.

Additional common duties:

- Acting as a primary point of contact for the customer, and keeping the customer informed throughout the process, subject to the limitations as set forth in Client's SAFE Act and Consumer Privacy/Safeguarding in Information policies.
- Pricing loan in accordance with Client's policies and communicating fees to operations team.
- Quoting rates and making commitments regarding locking to customer.
- Maintain referral source relationships through quick response time and excellent custom service.
- Prepare and send thank you cards to referral sources and new clients.
- Collect supporting documentation from customer, gathering necessary documentation for pre-approval.
- Act as a point of contact for the customer and referral source, keeping them informed throughout the process.
- Discuss product features with customer.
- Perform other duties as assigned.
- Per Client company policy and in accordance with investor underwriting guidelines, this role is prohibited from submitting documents to underwriting and ordering written (non-third party) employment, income, deposit, mortgage or rental verifications under any circumstances.

Qualifications

- High school diploma or equivalent is preferred, along with at least two years of experience in Mortgage lending or related field.



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- Active MLO licensing required.
- Ability to manage multiple priorities; strong detail orientation and highly organized.
- Works with a strong sense of urgency and responsiveness.
- Passionate about delivering excellence in customer service.
- Demonstrated patience and professionalism when interacting with both internal and external customers.
- Proficiency with data entry, PDF software programs, Microsoft Word, and Excel required.
- Strong verbal and written communication skills. Basic math skills.
- Ethical, with a commitment to company values.

Supervision

- No direct or indirect reports.
- Low level of independent judgment and discretion used in decision-making; executes standard core job responsibilities with only minor variation and escalates more complex issues for advice and resolution.

Client is an Equal Opportunity Employer.

Contact Heidi@placede.com with questions or to apply for this position