

Loan Officer Assistant (Lead to Contract)

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 Lead to Contract duties.

Essential Functions

Lead to Contract duties:

- Assist originator in appointment setting with prospective and new applicants.
- Provide new lead call backs within 20 minutes and maintain a 35% conversion rate from lead to appointment.
- Set and confirm appointments for originator and manage calendar.
- Provide administrative support managing various client databases (lead tracker, MyCircle, Zillow, etc.). Send new clients online pre-qualification link on behalf of originator.
- Assist the originator with obtaining an accurate and thorough 1003.
- Analyze customer's credit and financial scenario and determining appropriate loan product(s).
- Run credit on loans assigned to an originator
- Run AUS findings and prepare the Initial Fee Worksheet.
- Pull and prep web applications and other duties; including updating credit reports and AUS findings.
- Request status updates from pre-approved clients and referral sources (weekly TBD calls).
- Keep up to date with company approved programs and software systems; implement and execute new systems for team and clients.
- Provide marketing support by coordinating, creating, obtaining compliance approval, tracking, and distributing advertising materials as needed.
- Manage monthly compliance-approved email marketing to realtors.

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.
- Active MLO licensing required.



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- 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