(Mr. Tenkey's Tips # 475) --- book available @ www.mrtenkey.com

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Dear Management: Have you looked at your company's FTE ratios lately?

The fun ones... like the one that shows the ratio of Operational staffing to Loan Officers?

Cause it's BAD these days.

Old guy comment coming...

I remember the days when a processor could fund 50 loans a month, walking to and from work barefoot... uphill both ways... without breaking a sweat.

Today, the back office has ballooned... I've seen ratios as bad as 6 to 1.

And fyi, that's ridiculous.

And this pattern has been going on for years now.

Loan officers continue to do less of the (what is now called back office work) and tech continues to advance (like apps are almost entirely online now, more processes are "push of the button", etc.).

All this... and commissions have continued to rise.

While the back office, has taken on all that additional work plus add in the continued overlay of regulatory requirements...

Which causes companies to continue hire and hire and hire, more operations.

Something has gotta give people...

A day of reckoning is coming...

But I get it, no one wants to be the first to THAT party.