 Title: Mortgage Loan Processor
 Reports to: Mortgage Ops Manager
Position Description Status: Full Time, Non-Exempt

This position is primarily responsible for packaging and processing loans; accomplishing work by deadlines; and providing excellent customer service with enthusiasm, accuracy, and efficiency.

**Performance Dimensions**

* Processes and packages all loans originated in a timely manner
* Completes and collects all necessary documentation to take each loan from application to closing
* Ensures all loan documentation is complete, accurate, verified, and complies with bank policy and regulation
* Assists in funding, packing and shipping loans to Investors
* Greets and assists customers, responds to customer inquiries
* Assists in system maintenance, updates, and upgrades
* Develops departmental procedures in alignment with bank policy
* Participates in new product testing and set up
* Assists others areas of the bank as needed

**Teamwork Dimensions**

* Demonstrates respect for co-workers, contributes to a positive work environment
* Works collaboratively across the bank
* Adheres to established bank policies and procedures
* Demonstrates understanding of, and compliance with, governing regulations and laws
* Maintains a neat and professional personal appearance and work area
* Serves on bank committees as necessary

**Required Skills and Experience**

* Previous mortgage loan processing and customer service experience in a bank setting preferred
* Ability to understand and interpret customer financial information and bank regulations
* Competence with MS Office products and general office equipment
* Outstanding attention to detail and organization
* Excellent verbal and written communication skills

**Position Description**This position has frequent contact with the loan officers and customers, occasional contact with outside vendors and regulators. This position will regularly have access to confidential customer information, and infrequent access to cash. This position reports to the Mortgage Operations Manager.

**Work Conditions**Tasks are performed primarily in an office setting and require the ability to sit for prolonged periods of time. Prolonged visual concentration at a computer monitor can be expected. Employee must be able to lift up to 25 pounds on an infrequent basis. Full Time employees will generally work 38-40 hours each week.

This description is an overview of the Mortgage Loan Processor position and is not intended to describe all tasks, which the employee may be asked to perform. Changes may be made to this description at any time at the discretion of the bank. Reasonable accommodations may be made to assist qualified individuals in completing the essential functions of the position.