# Community First Credit Union — Real Estate Loan Officer

**Department:** Lending **Status:** Exempt **Level:** 4
**Reports to:** Real Estate Loan Manager **Positions Supervised:** None

**Position Summary**: Responsible for interviewing applicants for real estate loans and processing applications. Provides information on credit union products and services to members according to all credit union policies and procedures including federal and state rules and regulations. Prepares, analyzes, and processes all required forms and related documentation for real estate loans. Compensation structure is base plus commission.

**Major Duties and Responsibilities:**

- Maintain knowledge of all current CFCU real estate loan products and required guidelines for each product.
- Monitor rates and pricing for residential loan portfolio to ensure competitiveness with marketplace. Monitor the marketplace for changes in the industry or changing trends.
- Interview loan applicants and assist members with the real estate loan application process, finding the best product to fit their needs.
- Obtain and evaluate credit bureau reports on applicants.
- Pull credit reports for all accounts, verify debts, and estimate monthly payments for any outstanding debts not listed and add them to debts on application.
- Ensure that each real estate loan is processed accurately.
- Prepare mortgage loan application and draw loan document packet for closing.
- Notarize loan documents for closing/recording.
- File necessary papers with the county for second mortgages.
- Process and fund loans as needed.
- Work closely with vendors such as title companies, appraisers, and outside lending sources.
- Communicate with branch staff regarding pending loans to ensure excellent member service.
- Support branch staff with real estate assistance and other needs.
- Answer loan queue calls.
- Perform other duties and related tasks as assigned.
- Attend regular departmental and company-wide meetings.

**Administrative**

- Responsible for compliance documents, reports and issues.
- Prepare reports: annual HMDA report for Federal Reserve, monthly manager's report, monthly HELOC and 2nd deed comparison report for ALCO.
- Follow up on Tax Service Delinquency report when our deed is in first position; monitor reports for change in ownership.
- Complete and fax payoff demand requests; process payoff checks.
- Mail payment coupons for HELOCs and 2nd deeds.
- Audit mortgage loan files.

**Sales**

- Market the credit union to local real estate agents.
- Conduct presentations.
- Attend Chamber functions and events.
- Participate in MLS events.

**Required Knowledge, Abilities, and Education:**

- Excellent member service and communication skills
- Ability to interact effectively over the telephone and via e-mail
- Good organizational skills
- Ability to use PC and work in Microsoft Office Suite programs
- Knowledge of and operational skills for programs such as DocMagic, Point, and DeskTop Underwriting
- Ability to learn all CFCU products and services
- High school diploma
- Two or more years in member/customer service preferably within consumer based financial services
- Real estate loan processing or loan officer experience of three or more years
- Basic cross-selling experience within a heavy member/customer contact environment
- Notary Public

**Beneficial Education and Experience:**

- Familiarity with real estate lending concepts, types of documentation, title escrow processing, and appraisal analysis
- Consumer loan knowledge
- Bilingual (Spanish) helpful