

CITIZENS BANK Job Description Mortgage Loan Originator

Department: Mortgage Lending

Reports to: Mortgage Department Manager

Summary:

Under general supervision, but in accordance with established policies and procedures, is responsible for interviewing mortgage loan applicants, obtaining pertinent financial and loan data, and conducting a preliminary analysis to determine if borrower meets established minimum criteria according to established underwriting guidelines. Must have a thorough knowledge of different mortgage loan programs available and their requirements. Upon final review of the credit file, authorizes or recommends approval. Ensures credit file meets secondary market guidelines; coordinates closings; follows through on post-closing conditions, if any. Is also responsible for collection activity on individual portfolio. Essential job functions are described below with other duties as assigned. Must have flexible schedule and provide excellent customer service.

Duties and Responsibilities:

I. Loan Originations

- Solicits residential real estate loans.
- Interviews and counsels customers on different financing programs and their requirements.
- Obtains pertinent financial and loan data required.
- Calculates payment options, closing costs and obtains required regulatory disclosures.

II. Financial Analysis/Loan Decision

- Analyzes financial information, calculates debt to income ratios, cash flow and reviews credit history.
- Determines if applicant meets established guidelines.
- Forwards application for further processing and periodically checks on status of the application.
- Reviews final loan package and appraisal to ensure file is ready for final submission to secondary market investors and/or loan committee.
- Makes final recommendation or declines the loan request.
- Informs applicant of final loan decision.

III. Business Development/Cross Selling

- Develops and maintains mutually beneficial relationship with Realtors and builders.
- Solicits new business for the bank by active involvement in civic, community or related business groups.
- Promotes other bank services that will benefit the customer and establish further banking relationships.

Qualifications:

Bachelor's degree preferred with a minimum of two years of related experience in lending and knowledge of secondary market and FNMA/FHLMC guidelines. Supervisory experience with ability to manage people and delegate workflow preferred. Strong language and interpersonal skills to communicate effectively both verbally and written. Analytical and mathematical skills required to calculate financial figures, yields, percentages and ratios. Ability to perform cash flows and analyze tax returns. Strong reasoning capabilities to allow for solving problems and situations. Ability to make presentations and deal effectively with outside groups, internal management and employees of the organization. Must work well and effectively under pressure and handle various job tasks and deadlines.

Work Environment:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee is frequently required to sit and occasionally required to walk. Use hands to finger, handle or feel objects, tools or controls; and talk or hear. The employee must occasionally lift and/or move up to ten pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus. The noise level in the work environment is usually moderate.

Equal Employment Opportunity Employer/M/F/Disability/Veteran