



POSITION TITLE		DIVISION
<b>VP/Residential Lending</b>		<b>Lending</b>
REPORTS TO:	DEPARTMENT	DATE
<b>SVP/CLO</b>	Residential Lending	May 1, 2011
SUPERVISES	FLSA	REVISED
VP/Mortgage Operations, Mortgage Loan Coordinator, Mortgage Loan Officers	<b>Exempt</b>	

## GENERAL SUMMARY

Directs the day-to-day operations of Residential Lending, including service delivery, compliance, product and service development and policies and procedures. Ensures the Residential Lending area provide a efficient and effective mortgage lending services to members. Ensures all activities are in compliance with state regulations and credit union policies and procedures. Performs all duties of a Senior Mortgage Lender, including underwriting and origination of loans. Responds to questions and/or provides information upon request from members (internal and external). Processes requests/transactions, as appropriate. Assists members and potential members in understanding and utilizing Credit Union products and services.

## MAJOR RESPONSIBILITIES *(in descending order of importance)*

1. Provides leadership, guidance, and direction to the Residential Lending activities of the credit union. Ensures a trained, motivated and professional staff capable of providing efficient and effective consumer lending services to members. Interviews, schedules, trains, assign work; establish performance expectations and monitors results. Recommends the discipline and/or discharge of subordinates, while maintaining required personnel documentation. Coaches and counsels staff, as necessary.
2. Performs all duties of a Senior Consumer/Mortgage Lender. Reviews and approves all direct and indirect auto and equity loans in excess of Loan Officer authority level. Performs underwriting analysis and approvals within authority for all employee loans. Oversees management of underwriting risk and balancing of loan-to-share ratio.
3. Maintains knowledge of mortgage lending laws and regulations, including but not limited to the Truth-in-Lending Act (Regulation Z), Fair Credit Reporting Act, Equal Credit Opportunity Act (Regulation B), Home Mortgage Disclosure Act (Regulation C), and Real Estate Settlement and Procedures Act (Regulation X). Keeps current on new or proposed changes to lending laws; ensures that loan products, policies or procedures covered by lending laws and regulations are compliant with these laws. Ensures the credit union mortgage lending area is in compliance. Develops, reviews, trains and ensures that policies and procedures are updated and in accordance with new regulations.
4. Stays abreast of marketplace trends to ensure that loan products are competitive with other financial institutions or financial service companies. Designs and recommends changes to loan offerings, oversees implementation of new loan products. Advises marketing staff on advertising or promotional strategies to build loan balances and website tools to promote and process loans.
5. Monitors the secondary market and investor pooling while coordinating the discretionary/mandatory loan interest rate changes.
6. Utilizes tact and experienced-based knowledge to resolve more complex lending problems, explaining specific policies and products, while representing the Credit Union in a professional manner. Maintains positive member relations.
7. Prepares and analyzes monthly reports and submits to SVP/CLO. Prepares monthly Credit Committee report on loan production and future pipeline. Performs rate surveys and meets with SVP/CLO to determine pricing strategies to compete in the marketplace. Develops innovative programs to enhance continued business and develop new business. Maintains relationships with attorneys, brokers, and vendors to ensure continued business as well as prompt service to grow residential lending department.

8. Coordinates all files and reports for audits as well as follow-ups all audit reports related to residential lending. Participates in community councils/organizations as a CU Representative. Attends professional development courses.
9. Performs other lending, supervisory and administrative duties as assigned by SVP/CLO. Provides oversight to mortgage operations in regards to management, budget, compliance, loan products and program.

**QUALIFICATIONS:**

*Education*

BA/BS in Business/Finance/Management or related field required. Master's degree desired.

*Experience/Skills/Knowledge:*

1. Minimum 7 to 10 years residential lending experience, preferable in a financial institution.
2. 3 years previous supervisory experience of professional staff.
3. Excellent organizational, analytical and problem solving skills.
4. Demonstrated knowledge of residential lending policies, procedures, regulations and legislation.
5. Previous business development/mortgage origination experience and success.
6. Ability to conduct thorough research, interpret and understand laws and regulations, and provide workable recommendations and solutions to problems.
7. Detail-oriented self starter, able to work independently and as part of a team.
8. Ability to handle simultaneously, multiple tasks and changing priorities.
9. PC proficient, including Microsoft Office (Word, Excel, Outlook) and the Internet. Mortgage software experience required.
10. Excellent verbal, written, telephone and interpersonal communication skills. Must possess a service orientation and be willing to sell products and services.
11. Ability to function in a financial institution branch environment and utilize standard office equipment including but not limited to: fax, copier, telephone, etc. Travel required.

**GENERAL DESCRIPTION:**

*In terms of physical requirements, this position requires work best described as:*

- Sedentary     Light     Medium     Heavy     Very Heavy

**PHYSICAL TASKS:**

- Standing/Walking/ Bending/Stooping – Continuous
- Sitting- Continuous
- Hearing - Ability to receive information through oral communication (face to face and telephone). - Continuous
- Talking - Expressing or exchanging ideas by means of the spoken word (face to face and telephone). – Continuous
- Reading – Ability to receive information through fax, e-mail. And text messages - Continuous

**AUDIO / VISUAL:**

- Requires vision to perform work dealing with data and figures and computer screens. -Continuous
- Requires ability to prepare and execute presentations, training programs and seminars.-Continuous

**PSYCHOLOGICAL/MENTAL DEMANDS:**

- Responds positively and productively to stressful internal (employee)/situations. - Continuous
- Assists others to work harmoniously and effectively as part of a work team. – Continuous

<b>Employee's Signature</b>	_____	<b>Date</b>	_____
<b>Manager's Signature</b>	_____	<b>Date</b>	_____
<b>Human Resources' Signature</b>	_____	<b>Date</b>	_____