



Oregon State
Credit Union

Assistant Director of Real Estate Servicing

Division: Financial Services Classification: Exempt
Reports to: Director of Real Estate Services
Revision Date: 4/2017 Pay Grade 12E
Annual Review Completed on: _____

Purpose:

The Assistant Director of Real Estate Servicing plans, organizes and directs the daily operations of the real estate servicing department in order to provide unsurpassed member service. This position directly oversees mortgage servicing, closing and funding and effectively manages internal controls, secondary market guidelines and regulatory compliance in all aspects of mortgage loan servicing. Actively supports and promotes the credit union movement through political advocacy.

Essential Functions:

1. Responsible for managing the daily operations of the real estate loan closing and funding and servicing department, Is a member of the HAMP committee.
2. Responsible for supervisory duties including but not limited to setting performance expectations, performance and salary evaluations, employment issues, coaching staff, training and mentoring staff, etc. Maintains open line of communication between staff and management. Upholds the credit union's EEO policy.
3. Works in tandem with Finance staff for investor accounting and reconciliation.
4. Provides support to Assistant Director of Real Estate and Director of Real Estate Services in managing secondary market activities. Proactively monitors secondary market pricing and makes recommendation for loans sales. Oversees servicing function to ensure timely delivery of loans and error-free reporting.
5. Assists Director of Real Estate Services in developing and executing an annual plan.
6. Is responsible for working with the Credit Union's Mortgage Quality Control (QC) vendor to ensure compliance with secondary market and internal QC requirements.
7. Responsible for meeting credit union and government-regulated audit and compliance requirements. Ensures department guidelines and procedures are maintained and updated.

8. Maintains confidentiality at all times.

Expectations:

Models the credit union culture through the following service standards:

- I will immediately acknowledge and extend a friendly greeting
- I will take ownership for service provided and effectively follow through
- I will use appropriate opportunities to educate
- I will actively listen and arrive at a mutual understanding and time frame
- I will proactively pursue and find resolution
- I will exercise unconditional positive regard and empathy
- I will always express appreciation

Supervisory/Managerial Responsibility:

The Real Estate Servicer and Real Estate Closer/Funder positions report to this position.

Supervision Received

Under general direction from the Director of Real Estate Services, manages the closing, funding and servicing functions within the Real Estate Department. Receives input from Director of Real Estate Services when necessary to identify and resolve complex problems. Consequences of errors may result in fines, significant member relations issues and possible buy back of loans.

Job Scope:

This position operates within established guidelines as outlined by regulations. Due to the complex nature of real estate transactions and the significant regulatory burden, this role utilizes a broad range of discretion, and the consequences of an error can be costly to the credit union. Situations typically encountered may be complex, involving members, staff, other credit union departments, and external partners.

Interpersonal Contacts:

There is regular contact with all levels of the organization and work involves communicating with both internal and external people. This position will regularly interact with staff, secondary market investors, real estate professionals, vendors, members and potential members on sometimes sensitive and/or personal matters.

Required Job Skills and Abilities:

1. Must have strong written and oral communication skills.
2. Work requires a high level of organizational skills, time management, independent judgment and the ability to work under pressure and meet deadlines.
3. Strong attention to detail, the ability to prioritize multiple tasks and exceptional problem solving skills are necessary.
4. Must have strong analytical skills with the ability to synthesize complex or diverse information, collect and research data.

5. Must have strong supervisory and leadership skills.

Education and/or Experience:

1. High school diploma or GED equivalent.
2. Minimum five years real estate experience required, with an emphasis on mortgage loan servicing.
3. Minimum two years management/supervisory experience preferred.
4. Experience working with secondary market investors is required.
5. Knowledge and experience with construction lending preferred.
6. Proficiency in Word and Excel software, mainframe and loan document programs is required.

Working Conditions:

1. Sitting for extended periods of time.
2. Occasional lifting, carrying, pushing, pulling of items weighing up to 25 pounds.
3. Frequent keystroke activity.
4. Occasional business travel.
5. Potential exposure to the threat of violence at any time.

Disclaimer:

This position description is designed to outline primary duties, qualifications and job scope, but is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job. Our expectation is that each employee will make a willing and enthusiastic contribution whenever necessary to ensure the success of the credit union.