



**Oregon State**  
Credit Union

## **Mortgage Loan Officer (External)**

Division: **Financial Services**

Classification: **Exempt**

Reports to: **Assistant Real Estate Manager**

Revision Date: **2/09, 12/12, 12/13, 1/15**

Pay Grade: **N/A**

Annual Review Completed on: \_\_\_\_\_

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### **Purpose:**

*This position is responsible for developing and cultivating new real estate accounts by building strong business relationships with members, potential members, Realtors, builders or other available sources. Will handle the liaison between branch offices, multiple real estate lending representatives, members and credit union departments. This position works outside the office.*

### **Essential Functions:**

1. Develop and participate in programs and activities to increase individual and department loan volumes. This position is considered a Mortgage Loan Originator (MLO) as defined by the Secure and Fair Enforcement for Mortgage Licensing Act of 2008 (SAFE Act). The law requires MLO to be registered in the Nationwide Mortgage Licensing System and Registry (NMLSR).
2. Interview applicants and obtains necessary information pertinent to loan evaluation. Perform credit qualifications to place member in an appropriate home loan program.
3. Originate mortgage loans in assigned territory by overseeing the application process. Responsible for the financial accuracy of real estate loan related transactions.
4. Demonstrate expertise of credit union products and services to make referrals to other areas of the credit union.
5. Responsible for meeting department, organizational, secondary market investor and government-regulated audit and compliance requirements.
6. Establish referral source relationships for a steady flow of loan volume from real estate professionals and members. Identify and analyze potential loan markets to develop prospects for business relationships. Maintain knowledge of current industry trends and cycles.
7. Advise and makes recommendations concerning internal or external factors that may affect policies, procedures, services, products, quality, marketing, promotion or processes.
8. Work with local agencies to facilitate and conduct homebuyer education classes, both internally and externally.
9. Maintains confidentiality at all times.
10. 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 pro-actively pursue and find resolution

- I will exercise unconditional positive regard and empathy
- I will always express appreciation

**Supervisory Responsibility:**

None

**Job Scope:**

This position operates within established guidelines as outlined by NCUA regulations and secondary market investors. Utilizes a broad range of discretion in formulating the proper loan product for the member. The consequences of error can be costly to the credit union. Problems typically encountered can be somewhat complex and require moderate research.

**Interpersonal Contacts:**

There is regular contact with all levels of the organization and work involves communicating with both internal and external people. Will regularly interact with staff, real estate professionals, members and potential members. Participate in community events for the purpose of promoting the credit union and securing mortgage leads.

**Required Job Skills and Abilities:**

1. Must have strong written and oral communication skills.
2. Work requires a high level of organizational skills and independent judgment. Strong attention to detail and advanced problem solving skills are necessary.
3. Ability to build and maintain relationships requiring strong skills relating to diplomacy and negotiation.
4. Must have the ability to educate members about the loan process and actively communicate throughout the process.
5. Must have excellent time management skills and the ability to prioritize multiple tasks.

**Education and/or Experience:**

1. High school diploma or GED equivalent.
2. Minimum three to five years real estate experience required. Experience with originating conforming and non-conforming products preferred. Secondary market investor underwriting, selling and servicing experience is also preferred.
3. Must possess a thorough knowledge and extensive experience in real estate lending.
4. Must be knowledgeable of laws and regulations pertaining to real estate lending.
5. Three years experience in field sales where lead generation is the prime source of business is strongly preferred.
6. Proficiency in Word and Excel software, mainframe and real estate systems 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. Flexible work hours.
5. Extensive business travel required.
6. 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.