

**Ideal Credit Union**  
Structured Compensation - Job Description  
**Mortgage Loan Officer**

Data Year: 2025

Prepared On: 03/05/2025

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Department:	None	Grade:	9
Reports To:	Mortgage Sales Manager	Classification:	Non-Exempt
Supervises Direct:	0	Supervises Indirect:	0
Approved By:	SVP of Mortgage and Consumer Lending	Effective Date:	03/03/2020
		Revised Date:	03/08/2024

**Role:**

To assist members with their mortgage lending needs. Establish and build both internal and external relationships. Assist the Sales Manager with development and implementation of sales strategies.

**Essential Functions & Responsibilities:**

- E 35% Solicit and originate residential first mortgage leads from various sources both internal and external that lead to high-quality mortgage loans while providing excellent member service.
- E 20% Responsible for cultivating and generating new business by building and maintaining external relationships such as, but not limited to: realtors, insurance brokers, community organizations, attorneys, and any other various professionals that would assist in the growth of the Mortgage department's portfolio by providing high quality sales leads.
- E 20% Analyze best mortgage loan options based on customer needs to ensure compliance and maximum satisfaction. Request additional documentation as needed by the underwriter(s). Relay underwriting decisions both approval and denials.
- E 10% Work with management to coordinate marketing activities, such as, but not limited to: Webinars, seminars, realtor branch events, community events, etc.
- N 5% Originate second mortgage loans that are cross sold with a first mortgage or is a renovation loan through our renovation program.
- N 5% Maintain strong working knowledge of mortgage products and state regulatory guidelines and the credit union lending policies. Understand and refer other credit union products and services as appropriate.
- N 5% Performs other duties as assigned by supervisor.

**Performance Measurements:**

1. To produce assigned loan volume (dollars and/or numbers).
2. To sell assigned volume of Credit Union products and services.
3. To ensure that all approved loans comply with established loan standards.
4. To maintain a professional, courteous, and friendly atmosphere for members and co-workers.
5. To maintain knowledge of all mortgage products and rates, both within the Credit Union and from the industry overall.

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6. To maintain assigned close loan ratio.
7. To be available for after hour appointments as needed by members. Be on an on-call schedule for Real Estate Professionals as needed.
8. Required to obtain or possess a Mortgage Loan Originator ("MLO") unique qualifier (i.e. registration number). Must have the ability to successfully complete all MLO Registry requirements, including passing background and credit checks and submitting to fingerprinting and to any other requirements of the rules enacted pursuant to the S.A.F.E. Act. To comply with the CFPB regulations employees in this position must be able to prove financial fitness as defined in the regulation.
9. Complies with Bank Secrecy and the AML Act, as well as completes all required compliance testing.

**Knowledge and Skills:**

Experience	Three years to five years of similar or related experience.
Education	Equivalent to a two-year college degree or completion of a specialized course of study at a business or trade school.
Interpersonal Skills	Courtesy, tact, and diplomacy are essential elements of the job. Work involves much personal contact with others inside and/or outside the organization for purposes of giving or obtaining information, building relationships, or soliciting cooperation.
Other Skills	<ol style="list-style-type: none"><li>1. Knowledge of the secondary market and experience with first and second mortgage residential real estate lending.</li><li>2. Must have the ability to sell mortgage loan and other Credit Union products and services.</li><li>3. Must have good communication skills.</li><li>4. Must be able to type, use PC and general office equipment including 10-key calculator.</li></ol>
Physical Requirements	This position may involve standing and walking on a somewhat regular basis, but also may involve sitting on a regular basis. Typing or otherwise working primarily with fingers rather than with the whole hand or arm is required on a continual basis. Expressing or exchanging ideas by means of the spoken word, ability to receive detailed information through verbal and written communication, and the ability to see with or without corrective lenses are all necessities of this position on a continual basis.
Work Environment	Office environment, which may include working extra hours and weekends, rotating shifts, and may be stressful at times.

**Acknowledgment**

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It 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.

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**This Job Description is not a complete statement of all duties and responsibilities comprising the position.**

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Printed Employee Name

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Date

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Employee Signature