

JOB TITLE: Mortgage Loan Officer- Wilmington Market
DEPARTMENT: Loan Operations/Mortgage Loan Operations
REPORTS TO: Chief Credit Officer
FLSA STATUS: Exempt

GENERAL SUMMARY OF RESPONSIBILITIES:

The Mortgage Loan Officer is responsible for obtaining business through realtor, builder, and attorney contacts, as well as the referral process within the bank. It is the responsibility of the Mortgage Loan Officer to know secondary guidelines, program parameters for each investor that loans are sold to, and to have a good working knowledge of those loans that fall out of standard parameters of Freddie Mack and Fannie Mae guidelines so that they are able to place the customer with the right loan for their situation.

DESCRIPTION OF PRIMARY DUTIES:

- Maximize bank profitability by soliciting existing and perspective residential customers, realtors, and builders.
- Conduct periodic sales calls and participate in various community activities and organizations to market and sell mortgage related products and cross-sell other bank products and services in a professional manner.
- Host sales meetings and home buyer seminars for realtors, builders, and consumers.
- Obtain complete signed loan application packages with all necessary documents and disclosures along with income and asset documentation to facilitate a quick processing time and easy closing for the customer. The Mortgage Loan Officer is responsible for locking the rate and providing the customer with the best possible loan product for their particular situation.
- Input the initial loan application into the Encompass software, interpret findings, and issue commitment letters based on those findings.
- Complete loan processing sheet for the Loan Processor to facilitate the processing, closing, and funding of the loan. Maintain contact with the customer to help the processor complete requirements of loan closing.
- Complete required training associated with job function.
- Comply with all applicable federal, state, and local bank regulations.
- Performs other related duties as assigned.

SKILLS AND ABILITIES REQUIRED:

- High level of computer skills.
- High level of understanding of residential mortgage lending and mortgage related compliance.
- High level of understanding of secondary market guidelines for FNMA, FHLMC, FHA, and VA loans.
- Must be able to work with a significant amount of detailed information in an accurate, timely and confidential manner.
- High level of interpersonal skills to interact with customers, potential customers, real estate professionals, attorneys and other bank employees in a professional manner.
- High level knowledge of both internal policies and procedures, investor guidelines and the respective state and federal laws and regulations governing departmental functions to ensure performance of individual job duties within the proper control environment.

EDUCATION/TRAINING REQUIREMENTS:

- Two or more years of experience in residential mortgage lending with evidence of ability to self-source and/or build referral partnerships.
- High school diploma required; bachelor's degree in a related field preferred.
- Strong knowledge base of AUS (Automated Underwriting System) engines for FNMA (DU), FHLMC (LP), FHA and VA loans.
- NMLS registration required.
- All Coastal Bank & Trust employees are responsible for Bank Secrecy Act (BSA) compliance.

This Job Description describes the general nature and level of work performed by the individual assigned to this position and should not be interpreted as all inclusive. It does not state or imply that these are the only duties and responsibilities assigned to the position. The employee may be required to perform other job-related duties. All requirements are subject to change and to possible modification to reasonably accommodate individuals with a disability.

This job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the position change.

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