

Job Title:	Loan Advisor	Job Category:	Non-Exempt
Division/Branch:	Sales/Sales	Department:	Staff
Location:	Multiple	Travel Required:	No
Position Type:	Full-time	Bonus Eligible?	Yes

Job Summary

The Loan Advisor will assist customers in finding and applying for the right mortgage, make sure they are fully informed about the different options available and guide them through the home refinance or purchase process.

Job Responsibilities:

- Maintains all necessary Federal licensing requirements as well as licensing requirements to service customers in a minimum of (6) states.
- Originates with all available lead sources offered by Royal United Mortgage (RUM).
- Develops and originates referral transactions.
- Develops new prospects, enhances business relationships, applies expert knowledge of the business and its products, generates loan volume and conducts lead generating and client service activities.
- Evaluates loan applications and documentation by confirming credit-worthiness.
- Determines the optimal way to match the consumer's profile with the various product lines available to ensure the recommended mortgage/home equity options documented are saleable assets in the secondary market.
- Informs loan applicant of any additional requirements in order for the customer to complete the loan application.
- Completes loan disclosures by explaining terms to customer; obtains signatures and collects applicable fees.
- Maintains relationships with borrowers throughout the loan process and must be available to provide consistent direction to customers and internal departments involved in the loan approval process through the funding of the borrower's loan.
- Maintains a positive internal and external customer relationship at all times.
- Learns, develops and gains certification on the following work skills and competencies: Basic and Advanced Service and education skills, home mortgage terminology, home mortgage forms, applications and disclosures; credit; How to select from multiple investors, products, guidelines and pricing options; How to structure and build loan options to meet customer short and long term financial goals; How to price loan options; Multiple Technology Platforms; Mortgage law and compliance including (but not limited to) RESPA; MDIA; AIR; Loan file opening, closing, processing, underwriting and funding; Key Performance Metrics; Time and task management.
- Achieves and exceeds documented Key Performance Indicators as established by Management on a daily, weekly and monthly basis.
- Assists in special projects as assigned.
- Works a flexible schedule which will include weekends to complete all job tasks and maximize performance, within established timeframes.
- Represents and markets the company along with him/herself in a highly professional manner through all verbal, written and online media communication.
- Protects company office equipment as well as all customer non-public personal information (NPPI) inside the office and when working in a remote setting.

Qualification Requirements:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge skill, and/or ability required. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Education & Experience:

- High School Diploma or Higher level of completed education.
- 3+ years experience in customer service, loan administration, collections, or sales environment, preferred.
- Must successfully complete all federal licensing requirements as well as licensing requirements in at least two (2) states.
- Strong understanding of loan processing guidelines and policies along with knowledge of FNMA, FHLC, FHA and VA guidelines preferred.
- Must possess the proven ability to achieve high quality results.
- Superior knowledge of Microsoft Office products as well as other current technology platforms.

Key Competencies:

- Ability to multi-task while prioritizing and working independently in a fast-paced environment.
- Strong relationship building skills.
- Strong mathematical aptitude.
- Respect for confidential information.
- Consultative skills.
- Excellent follow-up and organizational skills.
- Ability to work a predictable and reliable schedule.
- Exceptional verbal, auditory, and written communication skills.
- High Degree of attention to detail.
- Superior internal and external customer service and problem-solving skills.

Working Conditions & Physical Demands:

- Prolonged periods of sitting and utilizing office equipment and computers.
- Prolonged periods of time spent dialing the phone as well as speaking with / listening to customers.
- Prolonged periods of intense concentration and attention to detail.
- Periodic lifting of no more than 10 pounds.
- Frequent disruptions to concentration due to an open work space concept.

Bonus Plan:

Bonus goals will be established on a regular basis by the Vice Presidents of Sales and President. The Loan Advisor will have the opportunity to elect the from established bonus goals the specific bonus plan that will apply to him/her. Because the bonus plan is provided at the discretion of RUM, RUM reserves the right to administer, modify, or terminate the plan with or without notice. Upon separation of employment, voluntarily or involuntarily, all bonuses will be forfeited if separation date is before the bonus pay out date established by the annual payroll calendar.