

Job Title: Mortgage Loan Processor

Reports To: Mortgage Loan Processing Manager

Status: Non Exempt

Date: April 2026

Position Summary: Responsible for ensuring efficient processing of documents and completion of various types of mortgage loan packages. Gathers information required to carry out these functions. Meets member's financial needs by providing exceptional, efficient service. Performs all duties in compliance with CCU policies and procedures.

Principal Duties and Responsibilities:

- Prepares closing package and processes various types of mortgage loans.
- Researches and resolves all items in the closing package to ensure closing package is on time and documentation is complete and accurate.
- Assists with establishing and maintaining escrow accounts.
- Completes required disclosures according to federal regulations, including calculations for closing costs.
- Ensures all conditions are satisfied for underwriting within lending guidelines.
- Communicates with vendors, title companies, appraisers, realtors, and mortgage staff to obtain needed information and order outside services as needed.
- Follows-up with lenders on the status of their files including changes to loans.
- Sets up and disburses real estate loans.
- Prepares and sends notifications on current mortgage rates.
- Completes document filing; ensures that all files are complete, organized, and neat.
- Responds to member inquires, requests, problems or complaints and/or directs them to the appropriate person for specific information and assistance.
- Educates members on products, services, fees and policies; promotes and cross-sells CCU products and services based on member's needs
- Prepares and completes any other work as assigned to keep real estate loan department operating efficiently, including but not limited to transactions, payoff requests, satisfactions, notices, spreadsheets, filing, and letters.
- Performs any other duties as assigned.

Additional Duties and Responsibilities:

- Commits to CCU's mission, vision, and core values and model of Service Excellence. Lives and displays these values in all aspects of work and personal life.
- Keeps current in field by reading published information and attending authorized seminars and conferences. Occasional out-of-town travel may be required.
- Participates in training sessions and online courses as needed.
- Participates in regularly scheduled departmental meetings and coaching sessions.
- Gets involved in professional and/or community activities to make a contribution to local community/profession and to be visible in the community.
- Represents the department on committees that may be formed and/or at various CCU events.
- Works on assigned Saturdays throughout the year.
- Other job-related duties may be necessary to carry out the responsibilities of this position.

Performance Expectations:

- Demonstrates accuracy and thoroughness and promotes this attribute to all employees.
- Performs all duties in compliance with CCU policies and procedures.
- Complies with Bank Secrecy Act requirements; maintains the integrity of our confidentiality policy at all times.
- Maintains a positive, professional appearance and attitude with members and co-workers.
- Develops and maintains positive working relationships with other employees; promotes teamwork concept.
- Maintains a neat workspace.
- Is punctual and reliable.
- Asks for help when necessary.

Knowledge, Skills, and Abilities:

- Must be accurate and detail-oriented in work.
- Excellent verbal and written communication and listening skills.
- Excellent multi-tasking and time management skills.
- Basic mathematical skills.
- Basic computer skills, including Microsoft Office.
- Ability to operate general office equipment.
- Ability to thrive in a fast-paced work environment.
- Mortgage loan and/or title knowledge or related experience is preferred but not required.

Work Relationships and Scope: Reports directly to the Mortgage Loan Processing Manager. This position interacts regularly with other Mortgage Loan Processors, Loan Officers, and Branch Managers. Works periodically with all other staff, members & non-members. Frequent access to confidential member information.

Working Conditions: Work is performed largely in a pleasant office environment with minimal chance for personal injury and moderate noise level. The work environment is typically fast paced, and there may be occasions when the work environment is stressful. Work hours will normally be from Monday through Friday and any assigned Saturdays and may change depending on our needs or due to special projects, deadlines and other concerns. Physical requirements include the ability to sit for extended periods of time. Some walking, bending, stooping, and lifting of light materials is required. Frequent mental and visual concentration required for computer usage. Equipment that may be used includes copy machine, calculator, telephone, computer, fax machine, and other office and financial institution equipment.

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

Co-op Credit Union is an Equal Employment Opportunity (EEO) employer. It is the policy of Co-op Credit Union to provide equal employment opportunities to all qualified applicants without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, protected veteran or disabled status, or genetic information.