



## **JOB TITLE**

Licensed Loan Officer

## **SUMMARY**

A Licensed Loan Officer will accept, evaluate, & authorize approval or denial of loan applications. They will act as liaison between customers and our financial institution and will help qualified applicants acquire loans in a timely manner.

## **QUALIFICATIONS**

To perform this job successfully, an individual must have a current License with the NMLS to serve as a Loan Officer; be able to generate leads and 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 individuals with disabilities to perform the essential functions.

## **ESSENTIAL RESPONSIBILITIES**

1. Originate mortgage loans and qualify borrowers for APMs loan programs; pull credit; run AUS; price loans; collect documentation; follow-through with client and loan until closing; and own the client experience to ensure expectations are met and customers are happy.
2. Follow company policies and procedures as they are established and when modifications are made. Adherence to federal regulations and compliance standards are also required.
3. APM utilizes Encompass for its application and loan fulfillment platform. Ensure your clients records are accurate and current at all times as related to a loan officer's responsibilities inside Encompass.
4. Develop and maintain a personal business plan which includes all aspects of loan originations from customer service, maintaining and building relationships, networking, marketing/prospecting, knowledge of products and the industry, etc. Meet with your manager on a regular basis, no fewer than two times per year, to review your business plans and objectives for maximum success.
5. Complete the initial loan application and request for disclosures within three (3) days of application.
6. Submit completed loan application and required documentation to your assigned loan processor in a timely manner to ensure prompt coordination and customer service.
7. Develop professional working relationships with all team members emphasizing respect, transparency and accurate communication.
8. Spend time outside the office conducting other lead generating and client service activities. Activities such as attending closings, open houses, client lunches, local business association meetings and/or trainings and other outside marketing activities are considered lead generating activities and are necessary to increase business and produce a high-level source of business. Use of data entry on computers using MS Outlook, Excel and Word; specialty software - POINT and Encompass and assist in new loan file set-ups.



9. Utilize CRM System to manage prospective and current borrowers.
10. Perform pipeline calls and communications on a weekly basis to inform key players and borrowers of the status of the specified loan.
11. Maintain licensing and company trainings, and continually developing Program/Guideline knowledge.
12. Work with Marketing Director to develop and maintain online presence, create marketing pieces and resources to referral partners.

## DUTIES OF EMPLOYEE

### Employment as Loan Sales Agent/Commission Agent

Section 2.01 Employee is hereby employed as Loan Sales Agent/Commissioned Agent at the address listed above. Employee shall, to the extent permitted by law or regulation, solicit, procure, and originate loans, and shall render such other services to loan applicants as may fall within the boundaries of appropriate conduct as defined by the regulatory agencies within Employee's state of employment. Employee shall perform such other incidental duties as mutually agreed upon by Employer and Employee.

### Outside Sales

Section 2.02. Employee's primary duty is the sale of mortgage loans to customers of APMC. Employee is an outside salesperson and is expected to spend at least seventy percent (70%) of his/her time engaged in the sale of mortgage loans and related activities outside the workplace. Employee should spend less than thirty percent (30%) of his/her time on administrative or other non-sales tasks. If, at any time, Employee's actual workload requires that he/she spend more than thirty percent (30%) of his/her time on tasks unrelated to outside sales or mortgage loans, Employee should notify his/her Manager and/or APMC Human Resources for immediate assistance in workload adjustment. Loan sales activities include meeting with potential referral sources and loan product vendors, as well as marketing and promotion work in support of APMC sales activities. Employee is also expected to meet customers and potential customers away from the APMC office to sell mortgage loans. Customers may come to the APMC office to drop off documents or complete necessary paperwork, but such meetings should be limited and should only take place after initial meetings away from the APMC office. Contact with customers and potential customers by mail, telephone or internet does not qualify as selling away from the APMC office. Such contact should be only adjunct to outside sales activities and meetings with customers outside of the office.

In addition to the above-described work outside the office, certain on-site activities should be included in determining the percentage of time Employee is actually devoting to selling loans. These activities in support of Employee's loan sales include: obtaining credit information; preparing loan applications and supporting documents; dealing with customers, prospective customers, loan product vendors and referral sources by telephone calls, e-mails and mail; meeting with customers, prospective customers and referral sources; checking and updating databases of loan programs and referral sources; and preparing marketing and promotional materials.



## Devotion of Entire Time

Section 2.03 Employee shall devote such time, attention and energy to the performance of his/her duties as is mutually agreed upon by Employee and APMC. Employee shall not, during the term of this Agreement, directly or indirectly negotiate, originate, or place any other loans with or through any other lender without the prior written approval of APMC. Employee shall not maintain other employment within mortgage lending, real estate, or a related field per the Department of Housing and Urban Development (HUD) regulations. Nothing contained in this Agreement shall be construed to prohibit Employee from owning, investing in, controlling or otherwise participating in non-competing businesses or non-residential mortgage businesses if such activities do not violate HUD dual-employment regulations (HUD Handbook 4060.1, Chapter 2, 2-9G.).

### OBLIGATION OF EMPLOYEE

Employee must maintain all applicable licenses and registrations necessary to lawfully negotiate, originate, or place any loans with or through any other lender. Employee is obligated to notify APMC of any facts or circumstances arising at any time that might affect Employee's licensing and/or other qualifications as a loan sales agent.

Employee further understands that Employee will be subject to immediate termination for any violation of:

- (a) Any and all applicable state business and/or professional statutes, and/or any regulations promulgated to implement or enforce such statutes;
- (b) Any and all statutes, rules and/or regulations for the conduct of real estate brokers and salespersons promulgated by the federal government and/or the responsible state agency in the state in which Employee is employed; and
- (c) Any and all applicable fair lending, disparate pricing, appraisal independence and/or consumer disclosure statutes, including but not limited to the Fair Housing Act (FHA), the Equal Credit Opportunity Act, the Fair Housing Home Mortgage Disclosure Act, the Truth-in-Lending Act (TILA), the Mortgage Disclosure Improvement Act (MDIA), the Housing and Economic Recovery Act (HERA), the Real Estate Settlement Procedures Act (RESPA), the Dodd-Frank Wall Street Reform and Consumer Protection Act (Dodd-Frank), and any and all administrative rules and/or regulations interpreting and/or enforcing any of these statutes.

### Fraud/Indemnification

Section 3.02. Employee is expected to maintain the highest level of integrity in the sale of mortgage loans. Employee is responsible for the content and quality of each loan application taken and each loan submitted. The submission of a loan application that contains any false or misleading information is unlawful and is loan fraud. APMC will not tolerate any act of dishonesty, fraud, or misrepresentation, and will make all applicable disclosures in accordance with the anti-money laundering and suspicious activities reporting requirements



of the federal Bank Secrecy Act. If Employee participates in loan fraud of any kind, consequences that may result to Employee include criminal prosecution, immediate termination of employment, and all other legal remedies available at law or in equity.

APMC reserves the right to deny Employee's compensation, in whole or in part, on any loan in which Employee has engaged in an act of fraud, intentional misrepresentation, and/or an intentional violation of law as set forth in Section 3.01, above.

### **SKILLS**

Strong interpersonal and customer service skills required, ability to work with diverse base of contacts (Loan Officers, clients, agents, lenders, title companies, etc.).

Ability to learn quickly and efficiently.

Detail-oriented individual with strong organizational skills.

Computer skills required for this position include intermediate/advanced MSWord, Outlook (e-mail), Excel, Calyx POINT and Encompass mortgage origination software.

Ability to work under pressure and meet stringent deadlines on a consistent basis.