

Job Title	Mortgage Loan Process Improvement Coordinator
Short Description	Assist in managing and improving the efficiency of the Mortgage Loan processes.
Full Description	<p>Position Description</p> <p>Department: Mortgage Reports to: AVP Mortgage/Mortgage Loan Sales Manager Supervises: None</p> <p>Position Purpose</p> <p>The primary purpose of this position is to assist Associated Credit Union in living out its Mission: To offer members financial products that fulfill their needs, service that exceeds their expectations, and relationships that inspire their trust.</p> <p>The Process Improvement Coordinator will assist in this mission by managing and improving the efficiency of the mortgage loan servicing and mortgage loan origination processes. This ensures that members will receive service that exceeds expectations.</p> <p>Essential Functions & Core Duties</p> <ul style="list-style-type: none">• Manage mortgage LOS, mortgage POS, mortgage servicing systems.o Liaison between departments at ACU and vendor support.o Review system processes and configuration to enhance usability and efficiency.o Test enhancements, updates, and changes.o Troubleshoot functionality issues and help ACU staff fix problems.o Document support.o Maintain users as needed.o Generate monthly reports as needed. <p>Qualifications</p> <p>Education: Two years of college, Bachelor's degree in business, finance, computer science or similar fields preferred.</p> <p>Experience: Five or more years of operational experience with loan origination or loan servicing software.</p> <p>Core Competencies:</p> <ul style="list-style-type: none">• Technical Skills: A good understanding of computer and web concepts.• Communication Skills: Needs the interpersonal skills to deal with team members and outside contacts for the purpose of giving or obtaining information, building relationships or soliciting cooperation.• Problem-Solving: Must possess problem solving abilities to handle software issues as they occur.• Time Management: Have the ability to meet project deadlines and resolve issues in a timely manner.

Performance Metrics

- The performance of the Process Improvement Coordinator will be based on quantitative measures such as the ability to solve problems and meet agreed upon deadlines and projects.

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Supervises: None

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Education	High school diploma
Additional Comments	
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