

**Job Title** Mortgage Admin

**Short Description** Jax Federal Credit Union is looking for Mortgage Admin to provide administrative support to the mortgage department by handling routine tasks such as coordinating mortgage closings, recording mortgages, and scanning mortgage files. Act as a liaison between the mortgage department and our member by providing timely updates as the mortgage file progresses. Aids with the updating, and assembly of documentation for member mortgage loans. Work closely with originators, processors, and members to create a seamless mortgage process. Conduct monthly review of HMDA data. Act as a backup for mortgage servicer.

**Full Description** Jax Federal Credit Union is looking for Mortgage Admin to provide administrative support to the mortgage department by handling routine tasks such as coordinating mortgage closings, recording mortgages, and scanning mortgage files. Act as a liaison between the mortgage department and our member by providing timely updates as the mortgage file progresses. Aids with the updating, and assembly of documentation for member mortgage loans. Work closely with originators, processors, and members to create a seamless mortgage process. Conduct monthly review of HMDA data. Act as a backup for mortgage servicer.

LOCATION: Corporate Office, 562 Park Street, Jacksonville, FL 32204

STATUS: Full-time (Approximately 40 hours per week)

**Major Duties and Responsibilities**

Collect and update spreadsheet for mortgage surveys every month, send out email beginning of each month with results.

Scan, image, and file signed closing packages, recorded mortgages and title policies.

Provide communication with membership, originators, and processors throughout the mortgage pipeline to assure a smooth transition through the layers of the mortgage process.

Coordinate mortgage closings with membership in conjunction with our title company and the mortgage department.

Record mortgages for Heloans and Helocs.

Image and mail Adverse Action notices for cancelled/denied loans.

Transfer sold loans to Midwest for initial setup/servicing.

Upload new loan doc packages to Adfitech.

Scanning and distributing supporting docs received from branches

and/or MLOs.

Sending HOI mortgagee add requests, following up and managing receipt of updated policies and upload to State National.

Primary backup for Mortgage Servicing – ability to handle most basic calls and handle daily exception posting, payoffs.

Sets up first mortgages - ordering tax transcripts, appraisal, and title request and updating spreadsheet as everything was collected and ordered.

Review HMDA files monthly for accuracy and compliance.

Assist with quarterly reviews and annual HMDA filing.

#### Knowledge and Skills

##### EXPERIENCE:

Two to Five years of similar or related experience, including time spent in preparatory positions.

##### EDUCATION/CERTIFICATIONS/LICENSES:

A high school education or GED.

##### INTERPERSONAL SKILLS:

A significant level of trust, credibility and diplomacy is required. In-depth dialogue, conversations and explanations with customers, direct and indirect reports and outside vendors can be of a sensitive and/or highly confidential nature. Communications may involve motivating, influencing, educating and/or advising others on matters of significance. Typically includes subject matter experts as well as first level to middle managers.

##### OTHER SKILLS:

Must demonstrate strong oral, written communication and listening skills. Demonstrated ability to navigate and search the internet and is proficient (intermediate to advanced level) with MS Office Suite to include Word, Excel, PowerPoint. Possess strong keyboarding skills, able to multi-task between equipment (computer and telephone).

## ADA Requirements

### PHYSICAL REQUIREMENTS:

Is able to bend, sit, and stand in order to perform primarily sedentary work with limited physical exertion and occasional lifting of up to 10 lbs. Must be capable of climbing / descending stairs in an emergency situation. Must be able to operate routine office equipment including computer terminals and keyboards, telephones, copiers, facsimiles, and calculators. Must be able to routinely perform work on computer for an average of 6-8 hours per day, when necessary. Must be able to work extended hours or travel off site whenever required or requested by management. Must be capable of regular, reliable and timely attendance.

### WORKING CONDITIONS:

Must be able to routinely perform work indoors in climate-controlled shared work area with minimal noise.

### MENTAL AND/OR EMOTIONAL REQUIREMENTS:

Must be able to perform job functions independently or with limited supervision and work effectively either on own or as part of a team. Must be able to read and carry out various written instructions and follow oral instructions. Must be able to complete basic mathematical calculations, spell accurately, and understand

computer basics. Must be able to speak clearly and deliver information in a logical and understandable sequence. Must be capable of dealing calmly and professionally with numerous different personalities from diverse cultures at various levels within and outside of the organization and demonstrate highest levels of customer service and discretion when dealing with the public. Must be able to perform responsibilities with composure under the stress of deadlines / requirements for extreme accuracy and quality and/or fast pace. Must be able to effectively handle multiple, simultaneous, and changing priorities. Must be capable of exercising highest level of discretion on both internal and external confidential matters.

### Acknowledgment

Nothing in the position description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This Job description is not a contract and should not be constructed as a guarantee of employment for any period of time.

We are an Equal Opportunity Employer and do not discriminate

against employees or applicants based on race color, religion, sex/gender, national origin, disability, age, or any other category protected by law.

<b>Education</b>	A high school education or GED.
<b>Additional Comments</b>	Apply online by visiting: <a href="https://www.jaxfcu.org/careers/">https://www.jaxfcu.org/careers/</a>
<b>Credit Union</b>	Jax Federal Credit Union
<b>State</b>	Florida
<b>Contact Name</b>	Aimee Haga
<b>Email</b>	ahaga@jaxfcu.org
<b>Phone</b>	904-475-8023
<b>Fax</b>	904-350-9356
<b>Expiration Date</b>	03/17/2023