

MORTGAGE LOAN CLOSING & SHIPPING MANAGER

APPLICATION DEADLINE IS THURSDAY, JULY 15, 2021 AT 11:59PM

Division: Single Family Loan Operations
Reports to: Director of Single Family Loan Operations
Location: Nashville, TN
Full-time/Part-time: Full-time
Salary Grade: 36
Monthly Salary Range Minimum: \$4,510
FLSA Classification: Exempt (03)

Critical features of this job are described under the headings below. They may be subject to change due to changes in our business processes or other business-related reasons.

POSITION SUMMARY: Supervises the organization's closed mortgage loans, which includes shipping to document custodian, maintains and controls follow-up in a timely manner, and handles necessary correspondence to carry out such maintenance; supervises Closing staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Essential duties and responsibilities include the following. Other duties may be assigned.

- Directly supervises staff; interviews, hires, and trains employees; makes assignments and monitors work; develops employee skills and encourages growth and development; reviews and evaluates employee performance; addresses workplace issues and provides guidance, coaching, and disciplinary measures for staff; addresses personnel issues in conjunction with appropriate leadership and the Human Resources division.
- Audits closed mortgage loan files to ensure staff's understanding, accuracy and accountability of procedures and guidelines.
- Trains Loan Operations staff on agency and investor/insurer procedures, guidelines and compliance needs.
- Manages shipping staff to ensure timely notes are delivered to document custodian.
- Maintains post closing and shipping procedures; updating when necessary.
- Maintains high level of written and oral communication with Originating Agents (OAs) to ensure accurate and timely receipt of final documentation.
- Manages and evaluates pipeline timeline of closed loans, reports issues and seeks guidance from Director as needed.
- Reviews results of Days Old and Critical Loan Reports with closing staff, and takes action as needed.
- Works with Capital Markets for timely delivery of mortgage back securities (MBS) for Freddie Mac and Ginnie Mae loans.
- Works with Servicing Division for payoffs for repurchase demands.
- Reviews results of unpaid Service Release Premium (SRP) report with closing staff, and takes action as needed.
- Provides guidance for the prompt correction of closing documents to adhere to agency and investor/insurer guidelines.
- Reports progress and problems to Director of Single Family Loan Operations.
- Answers day-to-day questions pertaining to closed loan documents to include how to correct documents.
- Maintains effective working relationships with document custodian, private mortgage insurance companies, title companies and the Department of Revenue for de-titling of manufactured homes.
- Works with Servicing Division to ensure both first and second mortgages are registered and transferred to THDA in the Mortgage Electronic Registrations Systems (MERS).
- Works with the Chief Financial Officer on quarterly SEC report concerning mortgage loan repurchases.
- Acts as the Mortgage Funding Manager's backup for preparing purchase reports and distributing to Volunteer Mortgage Loan Services (VMLS) and Finance Divisions.
- Recommends development of policies and procedures to enhance the effectiveness and efficiency of the closing and shipping functions.
- Offers support to other areas in the division as necessary or as time allows.

MINIMUM QUALIFICATIONS

The requirements listed below are representative of the knowledge, skills, and/or abilities required.

Education and Experience:

- High school diploma or equivalent GED; Associate degree or higher preferred.
- Recent one year of expertise directly related to assigned responsibilities.
- Five years of experience in the mortgage lending field, with at least four years of recent closing/post-closing experience, preferred.
- One year of management/team lead experience.

The above qualifications express the minimum standards of education and/or experience for this position. Other combinations of education and experience, if evaluated as equivalent, may be taken into consideration.

Knowledge, Skills, Abilities, and Competencies:

- Ability to effectively manage staff; ability to plan, schedule, and evaluate the work of others.
- Working knowledge of Federal Housing Administration (FHA), Veterans Administration (VA), United States Department of Agriculture/Rural Housing Service (USDA/RHS), Federal National Mortgage Association (FNMA), and Private Mortgage Insurance (PMI) requirements.
- Basic mortgage loan processing skills with knowledge of mortgage loan underwriting guidelines.
- Advanced mortgage loan closing knowledge to include Consumer Finance Protection Bureau (CFPB) guidelines
- Working knowledge of Ginnie Net
- Ability to work well with associates and the public.
- Strong interpersonal skills.
- Excellent verbal and written communication skills.
- Builds and maintains positive relationships with internal and external constituents.
- Strong organizational skills.
- Strong time management skills; uses time effectively; consistently meets deadlines.
- Documents regularly, thoroughly, accurately, and completely.
- High level of detail and accuracy.
- Computer literate; proficient in Microsoft Word, Excel, Outlook, and the internet; able to effectively adapt to and use other computer systems as needed for daily activities.

Special Demands:

The special demands described here are representative of those that must be met by a staff member to successfully perform the essential functions of this job.

- While performing the duties of this job, the employee is regularly required to sit; stand; use hands to finger, handle or feel; and talk and hear.
- The employee is occasionally required to walk; reach with hands and arms, and stoop, kneel, or crouch.
- Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust focus.

BENEFITS: THDA offers an excellent benefits package: medical, dental, vision, and life insurance options; disability insurance; retirement plans; flexible benefit pre-tax accounts for medical, dependent care, transportation, and parking; annual leave and sick leave that begin accruing after the first month of employment; and 11 paid holidays per year. We also offer work-life balance opportunities through alternative work schedules, flexible schedules, and telecommuting.

State of Tennessee positions that may involve driving responsibilities require candidates to meet the following minimum driver qualifications:

- A valid driver's license
- For the past five years, the candidate's driving record must not have record of the following violations: driving under the influence (DUI), reckless driving, license suspension for moving violations, more than 4 moving violations

EQUAL OPPORTUNITY/EQUAL ACCESS/AFFIRMATIVE ACTION EMPLOYER

APPLICATION MUST BE COMPLETE AND RESUME ATTACHED FOR CONSIDERATION

PLEASE VISIT OUR WEBSITE AT WWW.THDA.ORG AND FOLLOW THE ONLINE APPLICATION INSTRUCTIONS