

POSITION DESCRIPTION

POSITION TITLE: Operations Manager

GRADE: tbd

REPORTS TO: Branch Manager

FLSA: Exempt

POSITION OVERVIEW: Manages the activities of each department and directs loan flow from setup through the loan sale. Ensures that production turn times at all levels are met and accomplished within company policies and company defined standards. Promotes and ensures internal and external customer service. The Operations Manager will promote and protect the financial and operational interests of the company while maintaining the highest personal and professional standards.

ESSENTIAL DUTIES and RESPONSIBILITIES, *includes the following responsibilities, but not limited to:*

- ◆ Provides Branch support, which includes fielding questions, resolving problems, identifying needs and soliciting feedback.
- ◆ Ensures consistent and prompt communication with settlement agents, vendors, customers, agencies and Corporate Office departmental staff.
- ◆ Reviews reports regularly to determine potential department delays and to ensure the expected level of customer service. Authorizes priority files.
- ◆ Participates in the setting of productivity standards; adheres to and enforces Customer Service Mission Statement and Service Standards.
- ◆ Identifies, analyzes and resolves operational problems; monitors and ensures compliance with productivity and quality standards.
- ◆ Analyzes and manages to reports, as determined by company standard.
- ◆ Recruits, interviews, develops, motivates, utilizes, counsels and directs Department personnel.
- ◆ Provides training for Department and Branch personnel.
- ◆ Ensures accuracy of employee time records and timeliness of employee evaluations. Authorizes overtime, as necessary.
- ◆ Effectively interacts and promotes positive relations with others, regardless of level or status.
- ◆ Implements and communicates changes as rolled out by Corporate.

SUPERVISORY RESPONSIBILITIES:

Direct Reports: Operations Personnel

PHYSICAL and ENVIRONMENTAL CONDITIONS

Office environment, equipment and tasks, including work at a computer terminal which requires repetitive keyboarding and data entry. Partial sitting and walking throughout the day. Some travel can be expected.

PREFERRED QUALIFICATIONS AND EXPERIENCE

- ◆ Ten (10) years management experience in mortgage banking environment.
- ◆ Working knowledge of Regulation Z, and RESPA Regulation
- ◆ Working knowledge of industry-standards underwriting and delivery requirements including FHA guidelines.
- ◆ Ability to adapt to specific requirements of FNMA, FHLMC, GNMA, HUD, and other private investors
- ◆ Comprehensive understanding of investor/agency requirements
- ◆ Excellent verbal and written communication and interpersonal skills.

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- ◆ High level of integrity
- ◆ Adapts well to change
- ◆ Ability to work independently in a fast-paced environment
- ◆ Developed planning, organizing and management skills.
- ◆ Computer literacy required. Proficient in MS office applications.
- ◆ Demonstrated motivational skills; initiate activities and work independently
- ◆ Manage multiple and simultaneous activities.
- ◆ Demonstrated ability to analyze and effectively solve problems.
- ◆ Plan and organize to meet objectives
- ◆ Underwriting background required