

Position: 1739 Mortgage Loan Assistant

Location: Chicago, IL

The Organization:

Once the largest African-American owned bank in the Midwest, Seaway had served communities in south and west Chicago as well as Milwaukee since 1965. Self-Help assumed management of Seaway's branch network and deposits in May 2017. Self-Help is a leading national community development financial institution (CDFI) headquartered in Durham, NC. Founded in 1980, Self-Help has provided over \$7 billion in financing to 131,000 families, individuals and businesses underserved by traditional financial institutions. It helps drive economic development and strengthen communities by financing hundreds of homebuyers each year, as well as nonprofits, child care centers, community health facilities, public charter schools, and residential and commercial real estate projects. The Self-Help family of non-profit organizations includes North Carolina's Self-Help Credit Union, Self-Help Federal Credit Union, Self-Help Ventures Fund and the Center for Responsible Lending, a national policy and advocacy organization addressing abusive lending practices. Through its credit union network, Self-Help serves over 129,000 people in North Carolina, California, Chicago and Florida and offers a full range of financial products and services. Learn more at www.self-help.org, www.self-helpfcu.org and www.responsiblelending.org.

Position Description:

The Mortgage Loan Assistant (MLA) will provide excellent customer care to mortgage loan applicants and realtors regarding loan application processing. The MLA will also provide high level administrative support to the mortgage loan officer(s) by processing mortgage applications, assisting applicants, working with mortgage, etc.

Essential Responsibilities:

- Track all outstanding items with mortgage application or file and follow up with borrowers to ensure timely receipt of necessary documentation.
- Maintain effective communication with applicants, realtors, third parties and internal staff on loan status, follow up and/or documentation requests, loan completion and funding of loans.
- Assist in the facilitation of closing loans with mortgage closers.
- Work with mortgage loan processors on loan applications in accordance with policies and procedures.
- Monitor workflow to assure timely processing of loans.
- Actively cross-sell Credit Union products and services.
- Upload loan files into loan origination system.
- Assist mortgage loan officer and processors with other related or administrative tasks.
- Compile and complete reports as assigned.
- Perform other duties as needed

Minimum Qualifications:

- High School Diploma (or equivalent).
- 2 to 3 years' combination of experience and education in customer service including 1 to 2 years in loan processing or loan operations in a financial institution or credit union.
- Strong written and verbal communication skills.
- Ability to interact professionally with excellent interpersonal skills and initiative.
- Knowledge and understanding of related legal and regulatory standards and required loan documentation.
- Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, designing forms, and other offices procedures and terminology.
- Mathematical skills including calculating figures and amounts such as discounts, interest, commissions, proportions, percentages, areas, circumference and volume, and ability to apply concepts of basic algebra and geometry.
- Ability to multi-task, plan effectively and prioritize work and keen attention to detail.
- Flexible and willing to support others in a professional manner.
- Ability to form and maintain strong relationships with internal and external customers.
- Proficiency with Microsoft Word, Excel.

Desired Qualifications:

- Working knowledge of mortgage loans and Federal regulations.

Physical Requirements:

Frequently requires use of manual dexterity and repetitive motions, primarily with the wrists, hands, and/or fingers. Must be able to occasionally lift and exert force of up to 10 pounds.

Compensation:

Competitive nonprofit salary, based on experience, plus a generous benefits package.

Application:

To apply, send resume and cover letter, describing why you are a fit for this position, to hiringmanager@self-help.org. Please include the position title as the subject. Application must be received by **September 26, 2017** to ensure consideration. Applications received after this date may or may not be considered, depending on the applicant pool. The position will remain posted until filled.

Self-Help is committed to providing equal employment opportunities to all persons regardless of race, color, class, age, gender, religion, disability that can be accommodated, marital status, ancestry, nationality, family status or sexual orientation.