



Mortgage Administrative Assistant

Responsibilities:

- Assist with day to day activities of the office
- Answer general and rollover telephone lines for the department/division.
- Meet and greet both internal and external customers, in a courteous and professional manner
- Managing all incoming/outgoing mail, including UPS/FedEx packages, office tasks such as: copying, filing, and mailing sensitive documents.
- Maintain client records, department/business unit documents and reports
- Responsible for assisting with loan processing and loan file completion
- Order Verifications, Appraisals, Transcripts, Insurance Binders, Title, Flood Certificates, ect.
- Reviews Appraisals and validates property type, address, value, etc.
- Set, manage, and confirm all appointments for the clients to come in with financial documents.
- Act as a liaison between loan originators and processing department
- Assist with marketing efforts and business development for loan originators and company.
- Assist all sales staff with organizing and preparing loan files within job responsibilities
- Provide loan processors with assistance in moving loans quickly and effectively
- Request and gather documentation from borrowers when required
- Attend training when scheduled or as needed
- Sets, manages, and confirms training if requested
- Follows policies and procedures; completes tasks correctly and on time; supports the company's goals and values
- Other duties as assigned

Qualifications:

- Minimum two-year experience in mortgage industry, strong clerical skills and proficient in computer applications, required.
- Proven research and analytical skills to identify, collect and organize information to provide an educated recommendations.
- Proficiency in Microsoft Office Applications (Excel, Word, PowerPoint)
- Ability to learn new software applications
- Strong organizational and interpersonal skills.
- Strong customer service skills and values.
- Excellent attention to detail.
- Ability to adapt and be flexible to changing priorities and varied duties on a daily basis.
- Strong written and verbal communication skills, as well as phone skills are required.
- Ability to work in an organized fashion in a fast-paced environment.