

## **Universal Lending Corporation Job Description**

**Job Title:** Branch Manager – Retail  
**Department:** Boulder/Longmont  
**Reports To:** Regional VP of Northern  
**FLSA Status:** Colorado Exempt

### **SUMMARY**

Manages Loan Officers and monitors sales in relation to branch goals and profitability. Manages the branch operations, functions and personnel. Responsible for quota of residential loans.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

### **Sales Management and Recruiting**

Manages sales efforts, including the monitoring of sales activities of LO's. Provides coaching/mentoring in the development of sales methods and goals for each LO.

Generates, coordinates and promotes sales activities and identifies areas for growth. Develops a plan and method to generate business throughout the various cycles of mortgage banking. Analyzes and appraises the effectiveness of sales, methods, costs, and results.

Provides quarterly results assessments of sales staff's productivity.

Recruits and hires new and experienced loan officers on a systematic and continuous basis to grow the branch.

### **Branch Management**

Supervises all branch personnel including recommendations for hiring, firing, performance evaluation, mentoring and coaching, rewards, training, work allocation and problem resolution.

Maintains awareness of, and adheres to company and agency policies and procedures. Ensures all quality and operational standards are maintained in line with company expectations and implements new procedures as required.

Recommends, implements and administers methods and procedures to enhance service standards and operations of the branch.

Assists in the annual budget planning process and regularly monitors expenditures. Monitors and is accountable for branch profit/expenses.

## **Personal Loan Production**

Sells to and maintains contact with the public; promotes positive relations with realtors, customers, title companies, appraisers etc.

Meets a personal production quota and follows the guidelines as stated in the Loan Officer Employment Agreement.

## **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## **EDUCATION and/or EXPERIENCE**

Minimum 5 years' experience in residential loan origination, with knowledge of sales management and marketing.

## **COMMUNICATION AND WORK SKILLS**

To perform effectively in this position, incumbent must:

- be a proven loan producer
- have good interpersonal skills;
- have excellent writing skills;
- have the ability to evaluate, suggest and implement change;
- embrace technology;
- be detail-oriented;
- have good organizational skills;
- have the ability to plan, organize and implement a range of sales promotion programs;
- have the ability to foster a cooperative work environment;
- have the ability to foster employee development and performance management skills;
- have the ability to make evaluative judgments;
- have the ability to investigate and analyze information and draw conclusions;
- have the ability to develop, plan and implement short- and long-range goals.

## **TECHNOLOGY**

Microsoft Outlook, Internet Explorer; Encompass, Chrome, Excel, Word

## **Contact**

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