



Texas Tech Credit Union
Mortgage Operations Manager Job Description

Reports To: Mortgage Team Manager
HR Contact: HR Director

Position Type: Full Time

Position Summary

Responsible for overseeing all back-end operations of the Mortgage Department. Duties include file set up, post-closing & loan delivery, lock desk, loan servicing, investor & third party relationships, and all other mortgage tasks to maintain quality work flow. The Mortgage Operations Manager is tasked with the constant analysis & improvement of processes, work flow, profitability, and efficiency.

Duties & Responsibilities

1. Serve TTCU members and co-workers pleasantly and professionally in accordance with TTCU core values of Trust, Respect, Excellence, Kindness, and Stewardship.
2. Oversee the purchase process for all secondary market loans.
3. Handle the creation of purchase advices between TTCU and Carter Federal Credit Union.
4. Receive, reconcile, and input all purchase advices.
5. Implement processes for 1098 interest expense tracking throughout a calendar year.
6. Generate 1098 tax forms and mail to members each January.
7. Handle and follow-up on all first payment due to TTCU for 1st and 2nd lien mortgage loans.
8. Submit audit requests to Executive Management, Controller, auditors, NCUA examiners, investors, and third-party vendors as requested.
9. Analyze operational workflow processes for the purposes of efficiency, productivity, and profitability.
10. Submit compliance documents (ex. Recertification, financials, QC reports, pre- and post-closing loan audits) and all other documentation requirements to investors, FHA, VA, FMNA, FRE, CFPB, third-party vendors, and the Federal Reserve Board.
11. Serve as the secondary market/lock desk.
12. Generate reports for MERS, quarterly and annually, to ensure compliance.
13. Remain current on all mortgage lending trends and compliance topics.
14. Train mortgage co-workers on new changes regarding mortgage lending & compliance.
15. Complete the HMDA report in March of each calendar year.
16. Oversee mortgage loan servicing to ensure the following items are efficient and timely:
 - a. Tax monitoring.
 - b. Flood insurance.
 - c. ARM servicing procedures.
 - d. Homeowner's insurance.
 - e. Escrow analysis.

Last Updated By:
Approved By:

Jay Herrin
Chrissy Cozart

Date: 2/6/2019
Date: 2/6/2019



17. Organize procedures to ensure mortgage loan servicing compliance and resolve current inefficiencies in processes for 1st and 2nd liens.
18. Oversee the organization and upkeep of the Mortgage file room.
19. Serve as the accounting liaison between the Mortgage Department and the TTCU Accounting Department regarding the following:
 - a. Mortgage transactions.
 - b. GL entries.
 - c. Pas.
 - d. Profitability reports.
 - e. Third-party vendor invoices.
 - f. New or renewed vendor contracts.
20. Serve as the system administrator for Encompass:
 - a. Work with the IT Department and Encompass Support to fix any issues with the system, maintain system updates, add new forms, make changes to e-disclosures, update compliance requirements with CFPB laws, and ensure overall functionality of the LOS.
 - b. Continue to train on the Encompass system functionality to utilize it to its full capacity in regard to reports and analytics.
21. Ensure appraisal checks are collected from borrowers for each loan that goes into process.
22. Reduce appraisal write-offs.
23. Coordinate with third party QC vendors and deliver files for audit.
24. Help with file setup, funding, and post-closing.
25. Review and underwrite 2nd lien appraisals.

Skills & Qualifications

1. Previous mortgage loan experience preferred.
2. Ability to manage multiple projects simultaneously.
3. Strong organizational skills.
4. Experience working in a fast-paced team environment.

Note: This job description is not intended to be all-inclusive. Employee may perform other related duties as needed to meet the ongoing needs of the organization.



Applications may be submitted via:

Fax (806)767-0440

Email humanresources@texastechfcu.org

Mail Texas Tech Credit Union
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PO Box 41072
Lubbock, TX 79409

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Ravenwood Branch – 4005 98th St
HSC Branch – 3601 4th St Room #1A98