

Mortgage Loan Officer – Remote

Contact info for any question or to apply:

Jonathan Ryan

Sales Manager (NMLS #1393868)

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Overview

Responsible for assisting new customers as well as existing PennyMac customers from our Servicing Portfolio telephonically with their current and future mortgage needs. Each licensed Loan Officer is provided inbound/outbound leads to service in accordance with PennyMac policies, procedures and lending guidelines. Remote - FT Work from home opportunities.

Job Description

- Consult with clients about current and future needs to help them achieve their financial goals
- Advise and educate clients on the home-buying or refinance process and how to better manage their mortgages
- Assist clients through the loan process from application to closing
- Originate Mortgage Loans via telephone sales presentations
- Meet loan production goals through proactive and responsive telephone presentations and pipeline management activities
- Identify current customer needs and provide sound guidance for product solutions
- Able to devise and implement business plans to meet production goals
- Counsel new and existing borrowers on mortgage loan solutions
- Recommend loan solutions and originate loans in accordance with company lending guidelines and customer satisfaction standards
- Apply transaction-appropriate pricing in accordance with company guidelines and pricing policy
- Ensure complete borrower satisfaction
- Operate as a key point of contact during the loan process including responsibility for updating the borrower(s) on loan status, reviewing disclosures with borrower(s) and reviewing loan documents with borrower(s)
- Perform other related duties as required and assigned
- Demonstrate behaviors which are aligned with the organization's desired culture and values

Ideal Candidate will have the following

- Various work backgrounds and experience levels – prior lending experience helpful, but not a requirement
- Call Center experience
- Sales and service-oriented
- Passed the Mortgage Loan Originator UST
- Demonstrated competency in meeting customer service standards
- Ability to work in a dynamic and fast paced environment
- Ability to work both independently and as a team player
- Passion, great communication skills, self-motivation, positive attitude and competitive spirit
- Strong oral and written communication skills
- Strong presentation and sales skills with the ability to apply them via telephone
- Strong organizational skills
- Ability to multi task
- PC proficiency, with knowledge of MS Office tools, loan origination software and loan servicing software (Encompass, VA, FHA, Conventional, IRRRL, Streamline)