



Job Title: Processing Lead, Operations Dept.

Reports to: Operations Manager

Interacts with: Management, sales partners, processors, funding, compliance/QA

FLSA Status: Non-exempt

Position Summary:

Responsible for supervising/leading the processing team to include capacity management, mentoring, training and file quality.

Primary responsibilities:

- Supervise and lead team of processors.
- Pipeline management of purchase, refinance, and credit only files.
- Balance workload of team, keeping turn times within service level agreements.
- Train and mentor new processors; provide continuing education for team.
- Serve as resource for the team for file submission and condition clearing.
- Assist with file quality and compliance as needed.
- Interact with sales partners on file challenges.

Requirements:

- 5 years processing experience, senior processor or lead experience preferred.
- Excellent communication skills – verbal, written and face to face.
- Ability to handle multiple tasks concurrently and perform under pressure.
- Ability to accept and facilitate change.
- Strong desire and ability to work with employees and others in a cooperative, professional and friendly manner.
- Competent keyboarding skills, proficiency in loan processing software, experience with Encompass preferred.
- Ability to work independently, set priorities, self-start, be dependable and accurate.
- Ability to work as part of a team with people of diverse backgrounds.
- Must maintain positive working relationship with other staff and management.
- Willingness to assume additional duties/projects as required, including staff vacation coverage.
- Good at problem solving, researching and decision making.
- Regular and punctual attendance, willingness to work overtime when necessary.