

Director of Operations

Location: San Francisco Corporate Office

Job Description:

Primary Responsibilities Include:

- Manage Setup, Loan Processors, Doc Drawers, Funders, Post Closers and Underwriters for Wholesale and Retail Operations
- Experienced leadership with a proven ability to manage in a rapidly growing, dynamic and changing environment
- Demonstrated ability to manage associates in multiple locations
- Oversee the successful management of loans throughout the pipeline
- Develop processes and controls to increase productivity, reduce costs and limit exposure to credit, operation and compliance risk
- Establish processes to ensure compliance with all state and federal mortgage origination requirements
- Provide guidance, training and coaching to associates
- Provide performance evaluation and feedback and, as appropriate, recommend appropriate course of action
- Implement controls to manage risk
- Ability to plan, manage and implement projects on time and within budget
- Oversee the correction of deficiencies and provide guidance, coaching and process improvements to ensure that corrective processes are implemented to safeguard against future errors.
- Manage Post Closing to ensure timely shipping and selling of loans as well as potential investor issues.

Qualified Applicants will have:

- 10+ years experience in a Mortgage Lending environment with experience reviewing and analyzing pre-qualifying, processing, underwriting and loan-closing documents
- Specialized, working knowledge of mortgage-lending processes including underwriting of "A" and "A-" loans and mortgage-lending statutes (i.e. TILA, RESPA, ECOA, etc.)
- Knowledge of divisional, administrative and processing requirements and an ability to draft effective policies and procedures
- Knowledge of the fundamentals of quality customer-service
- An understanding of the importance of customer-, client- and constituent-communication processes
- Knowledge of the mortgage industry including trends and current developments such as gained through local and/or regional industry-contacts and professional group-participation

- Ability to maintain accuracy and expediency while working in a fast-paced environment
- Ability to collaborate with others in a team setting
- Knowledge of loan quality control policies, procedures and administrative practices

We offer a comprehensive benefit package including; medical, dental, 401k, and paid time off

Compensation Based on experience

Please indicate Position in subject title

Please attach resume and cover letter along with salary requirements.