



**Title:** FHA Processing Supervisor

**Job Status:** Full Time/Salary

**Department:** Government Lending

**Reports to:** Director

**Work Schedule:** 40-45 hours per week

**Amount of travel Required:** None

**POSITION SUMMARY:**

Manages the day-to-day activities performed by the FHA processing team. Ensures FHA loans are processed in a timely manner, and internal and external customers receive high levels of service.

**ESSENTIAL FUNCTIONS:**

- Assigns new loan applications to processors on a daily basis.
- Monitors processors' pipelines to verify caseloads are balanced equally and loans are moving through the pipeline process based on established turn time benchmarks.
- Trains new processors and provides on-going training and mentoring for existing processors.
- Answers processors' day-to-day questions and helps them problem solve.
- Works with the Credit Managers to help them identify transactions that are eligible for FHA financing.
- Provides feedback to the Call Center Manager regarding the completeness and accuracy of the loan applications submitted to mortgage processing.
- Works with the Operations Manager to maintain a better than average quality rating from VMF's Operation Audit department.
- Participates in hiring and employee performance evaluation tasks for mortgage processors.
- Performs other duties as assigned

**EDUCATION/EXPERIENCE REQUIREMENTS:**

- At least 5 years of mortgage lending experience with an emphasis in loan processing.
- At least one year of supervisory experience in a fast paced mortgage operation
- FHA Title II processing experience
- Some underwriting experience is preferred
- Familiarity with manufactured housing is preferred
- A bachelor's degree is preferred.

**POSITION SKILL REQUIREMENTS:**

- Demonstrated supervisory abilities
- Good time management skills
- Strong organizational skills
- Ability to multi-task
- Customer focused attitude
- Basic math skills
- Proficient technology skills