

Table of Contents

Table of Contents.....	i
Introduction	1
Section 1 - Organization	2
Position Descriptions.....	3
Branch Manager.....	3
Operations Manager	4
Receptionist/Administrative Assistant.....	5
Settlement Manager/Coordinator	6
Mortgage Loan Processor.....	7
Underwriter.....	8
Loan Officer.....	9
Administrative Duties - Policies.....	10
Greeting Guests - Lobby	10
Incoming Telephone Calls	11
Tracking Loan Officers	12
Couriers.....	14
Overnight/Express Couriers	17
Daily Mail.....	18
Postage Machine	20
Office Supplies	21
Office Supply Set Up - New Office.....	23
Initial Equipment Requirements	24
FORMS Management	25
Origination and Processing Forms Checklist.....	26
Settlement Forms.....	27
Receptionist/Administrative Forms	28
Faxing	29
Maintenance.....	30
Telephone System Operation	31
Telephone Relief/Duty Schedule	32
Employment and Compensation Practices	40
Announcing Position Openings.....	40
Treatment of Candidates	41
Checking Background – Credit, Background and Housing Agencies	44
New Hire Reference and Background Check	47
Completing the Interview	48
New Hire Letter/Offer of Employment.....	49
New Hire Procedures	50
Assigned and Brokered Loan Referral Fee Policy.....	51
Brokering loans out for referral fees.....	51
Employee Levels	52
Supervision	53
Team Concept.....	53
Monitor Processors' Case Loads	54
Problem Areas	57
Petty Cash.....	58
Deposit for Fees.....	59
Employee Roster.....	60
Personnel Records.....	60
Personnel Records.....	61
Time Sheets	63

Salary Level and Payroll	64
Payroll	65
Performance Reviews	66
Performance Evaluation Forms	67
Employee Separation/Termination.....	75
Outside Vendors & Service Providers	77
Credit Bureaus	77
Appraisers	78
Appraiser Invoices.....	81
PMI Companies.....	82
Outside Investors	83
Tax Return Authenticity Process.....	84
Branch Licensing Procedure	85
Out of State Transactions - Foreign Corporations	85
Local Jurisdiction – Office Registration.....	85
Public Offices – Non-Commercial Building	85
Post-Closing Audit Preparation Checklist	86