

Quality Control Manager-Lending Services- Job Standards

Job Standards include: (Note: this is a representative list only - complete list provided with purchase)

KNOWLEDGE OF WORK:

- Understands the purpose and function of Quality Control requirements, and how to implement a Quality Control Program in the organization to ensure the adequate protection of the organizations assets; in particular its consumer and mortgage loan portfolios.
- Understands the mission, culture, general operating functions and quality control needs of the organization, its unique operating environment, operating risks, and available quality control strategies and tactics to reduce and remove risk exposures.
- Knows the organization's policy requirements and the regulatory requirements for consumer and real estate lending and how to assess the accuracy, reliability, and appropriateness of each document, procedure and practice involved in each individual loan.

QUALITY OF WORK:

- Maintains complete and accurate daily, weekly, monthly and other periodic records of quality control protocols, practices, checks and procedures. Prepares exception lists of non-conforming loan documentation by type, amount, and frequency and submits such reports to management and other appropriate groups for the purpose of initiating timely, corrective action.
- Prepares Quality Control procedures and manuals that establish, in writing, the quality control standard methods and procedures for specific lending functions of the organization.
- Works with the appropriate lending personnel to develop ways and means of removing defects and improving the quality of loan documentation in true conformance with requirements.

QUANTITY OF WORK:

- Develops a Quality Control Review schedule that sets out in advance the quality assurance practices the incumbent will perform in accordance with specific times and events.
- Invests time and effort in becoming informed about new quality control risks uncovered by law enforcement agencies, litigation, bonding company experiences, and others and commits the time and effort to determining the organizations vulnerability to similar risk exposures.
- Develops a pro-active approach to quality control. Plans each day's activities to ensure maximum productivity, the greatest coverage of documentation, and a significant visibility within the organization.

PROBLEM ANALYSIS/RESOLUTION:

- Regularly examines, in detail, the operational policies and practices of the organization that impact this particular job.
- Observes how the organization utilizes technology and how it utilizes people in its production and delivery system and develops improvements to resource utilization.
- Develops cost/benefit reports on selected operational functions to determine the most efficient and effective methods of operating these functions currently, and into the future.
- Involves people in problem analysis/resolution to improve their problem-solving methods and skills.