

## **Quality Control Manager - Lending Services**

### **SUMMARY:**

Plans, coordinates, and directs a quality control program designed to ensure compliance with and continuous control over the utilization and application of established regulations and applicable laws. Responsible primarily for the quality control of the consumer and mortgage loan and collection files.

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

- Develops and analyzes statistical measurement methods to ensure the quality and reliability of the consumer and mortgage loan documentation including: credit worthiness, debt-income ratio calculations, completeness and correctness of documentation, and legal compliance.
- Develops and monitors the tracking of reports to identify missing and incorrect collateral documents. Follows through with the lenders to ensure that all required documentation is on file and to ensure the satisfactory resolution of exception items.
- Manages the secondary market quality control function to ensure an appropriate review is conducted periodically in conformity with secondary market guidelines. Ensures adequate productivity levels involving processing and documenting are maintained
- Maintains the exception and waiver tracking reports for follow up of loan documentation, compliance, and underwriting policy exceptions.

(also details Supervisory Responsibilities, Qualifications, Education and/or Experience, Language Skills, and work environment)