Job of the Month:
Mortgage Loan Officer

Mike Pittman, Mark Steil, Tara Steiner

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Participant Notes & Tips

- All lines will be muted until the Question & Answer portion.
- This call will be recorded.
- Press *0 to converse offline with the operator who will assist you with audio issues.
- Press *1 to ask a question. Please pick up handset when asking a question. This will ensure the best possible audio quality and volume.
Mike Pittman

- Mortgage Sales Manager in Consumer Banking
- Aurora, Colorado
- Tenure with U.S. Bank: 5 years
- Tenure as a Mortgage Loan Officer: 22 years
Mark Steil

- Mortgage Loan Officer with the Private Client Group in Consumer Banking
- Plymouth, Minnesota
- Tenure with U.S. Bank: 3 years
- Tenure as a Mortgage Loan Officer: 10 years
- Something most people don’t know about your job:
  - “Most people don't know that we work on straight commission and have no guaranteed salary. If we don't produce, we don't eat!”
Tara Steiner

- Mortgage Loan Officer in Consumer Banking
- Gresham, Oregon
- Tenure with U.S. Bank: 10½ years
- Tenure as a Mortgage Loan Officer: 12 years

Something most people don’t know about your job:
- “Working as a mortgage loan officer can be as rewarding as it is challenging! You really do get out of this job what you put into it.”
Mortgage Loan Officer at U.S. Bank

- Approximate Number of Employees in this Job: 785
- Mortgage Loan Officers are located across the country
- Typically found in **Consumer Banking**
Job Summary

- Originates mortgage loans in an assigned territory and develops referral relationships with realtors, builders, bankers, and other sources in order to proactively solicit business and conduct sales-related activities, frequently outside of U.S. Bank locations, in order to meet specific loan volume origination goals.
- Counsels customers, takes applications, conducts preliminary underwriting reviews, and submits loan applications to Processing and Underwriting for approval using laptop technology.
- Remains front line contact with customers and realtors to ensure that documents required for processing, underwriting, and closing are secured in a timely manner.
- This position is 100% commission.
Qualifications, Preferred Skills & Experience by Level

Entry-Level

- High school diploma or equivalent
- Minimum two years of mortgage loan origination/sales experience
- Ability to travel
- A minimum of $12 million in annual mortgage loan production
- Thorough knowledge of pricing and underwriting requirements of various mortgage insurance companies
- Working knowledge of underwriting requirements for FNMA, FHLMC, FHA, VA, local bonding programs, and private investors
- Familiar with local, state and national laws (i.e., zoning ordinances, Truth-in Lending, RESPA, energy audit requirements, etc.)
- Strong sales ability
- Ability to analyze financial information
- Excellent verbal and written communication skills
Qualifications, Preferred Skills & Experience by Level

**Mid-Level**

- Three to five years of sales experience in the financial services industry
- Advanced knowledge of product marketing, client service issues and organization operations
- Excellent marketing, business development/sales and negotiating skills
- Strong problem-solving and decision-making skills
Career Development Resources - Learn

- Enterprise-wide required training on the U.S. Bank Learning Center
- Leader Resources

Additional internal and external training resources, such as:

- **Harvard Resources**
  - Online learning and development resource for all employees
  - More than 40 topic areas, from writing and presentation skills to career and time management
  - Access Harvard Resources from work or home
Career Development Resources - Plan

- Resources to help you build your career development plan, including:
  - worksheets to help you formulate your short- and long-term career goals
  - development plan templates
  - tips for writing an effective plan
Career Development Resources - Network

- Development Network
  - Available to all employees
  - Personal and Professional development programs and community involvement events

- Mentor Connect
  - Self-directed mentoring program
  - Utilizes innovative Web-based tool to match mentors and mentees

- Leader Forums
New program created by the Development Network called, “Building Your Career at U.S. Bank.”

Creating a viable career path is only one part of planning your career. Learning how to make yourself more visible in the organization and establishing a network of people to help advance your career is just as essential. Learn some simple steps to develop and utilize your own network right here at U.S. Bank.

- Clarify your career values, skills, interests and goals.
- Determine who to include in your personal network.
- Identify formal or informal mentors.
- Identify key experiences within your current role that could provide the greatest learning.
- Leverage available programs and tools to your fullest advantage.

Watch your local Development Network chapter page for this program to be offered in your area.
Q&A with Panelists

- Do you have questions for today’s panelists?
  - Press *1 to ask a question. Please pick up handset when asking a question. This will ensure the best possible audio quality and volume.
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