

# Ovation Home Loans

## Job Description

<b>JOB TITLE:</b> Branch Manager	<b>JOB CODE:</b>
<b>DEPARTMENT:</b> Retail Sales	<b>JOB GRADE:</b>
<b>DIVISION:</b> Retail	<b>ORIENTATION:</b> Production
<b>FLSA STATUS:</b> Exempt	<b>REVISION DATE:</b> Issued 07/01/10

**POSITION REPORTS TO** VP Business Development  
**POSITION(S) SUPERVISED** Retail Loan Officers

### Essential Job Functions

- Responsible for the overall development, supervision and management of the Retail Sales team assigned to them
- Recruit, hire, train, manage and develop a high quality team of retail mortgage loan officers
- Monitor and evaluate team and provide performance management, coaching, counseling and remediation as required
- Maximize the productivity within the group by recommending changes to process and/or systems to gain efficiencies
- Focus on maximizing profitability, productivity, reducing cost to produce loans, while adhering to loan quality standards for the sales team
- Create and implement strategy to target goals and objectives
- Establish effective database and lead tracking techniques
- Monitor and evaluate sales team to ensure lead to conversion, pipeline management, productivity and loan quality
- Monitor sales staff on customer calls and borrower meetings and coach performance as necessary
- Develop and implement strategies and tactics to refine the process to support corporate growth and goals
- Identify strategic opportunities to enhance production through utilization/optimization of technology
- Implement, interpret and administer company policies, performance expectations and procedures to provide consistency throughout the retail sales team and process
- Drive customer service levels to internal and external customers in accordance with expectations consistent with Company standards
- Maintain clear and consistent line of communication between staff, processing, underwriting, documents, funding and management teams
- Ensure all mandated and required procedures are applied to execution of daily tasks
- Remain current on company requirements/federal and state regulations to ensure compliance
- Perform other duties as assigned.

### Minimum Requirements

- High School Diploma or equivalent required
- College degree preferred
- Five to seven years of progressively responsible positions in sales and mortgage originations
- Demonstrated training and leadership abilities
- Prior Management and/or Supervisory Experience Required
- Prior experience working with automated Loan Origination Systems
- Proficiency with Microsoft Office

**Knowledge/Skills/Abilities**

- Demonstrated training and leadership abilities
- Prior Management experience required
- Prior experience working with automated Loan Origination Systems required
- Proficiency with Microsoft Office
- Good presentation skills
- Excellent verbal, written and presentation communication skills
- Ability to work in a fast paced, deadline and goal driven environment
- Exceptional sales and marketing skills required

**Disclaimer**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. Additional functions and requirements may be assigned by management as deemed appropriate. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.