



Pacific Residential Mortgage, LLC

Position: Branch Manager

Reports to: Executive Vice President

Job Summary:

As a branch manager you will lead the branch to deliver superior customer service, ensure prompt and accurate processing of mortgage loans, achieve sales and marketing goals and maximize branch profits. You will need to anticipate and prepare for the growth of the branch, making sure the branch is adequately staffed for all market cycles. You will also need to provide appropriate communication, professional development opportunities and training to your team in accordance with company practices and regulatory requirements.

Key Responsibilities:

- Oversee and train the branch staff in best practices in all aspects of mortgage origination from initial inquiry through funding
- Create and maintain a positive working environment with open communication and collaboration, clearly-defined job responsibilities and workflow prioritization
- Monitor productivity utilizing tools and reports provided by PRM
- Perform ongoing coaching, development and performance management
- Recruit, hire and train branch personnel as needed
- Regularly monitor compliance
- Manage branch revenue and expenses
- Complete additional assigned tasks as needed

Qualifications/Characteristics:

- 3 -5 years mortgage lending experience
- 2-3 years hands-on management experience
- Enthusiastic and self-motivated with ability to motivate others
- Coachable
- Exceptional customer service skills
- Effective communication skills, both written and verbal
- Excellent organizational skills
- Ability to manage tight deadlines and changes
- Strong problem solving skills
- Individual loan production pipeline
- Experience using LOS, AUS