



**Mortgage Coordinator**  
**Homeownership**  
**Reports to Underwriting & Compliance Manager**  
**FLSA Status: Exempt**  
**Full-Time**

## **2025 Job Description**

### **POSITION OVERVIEW**

The **Mortgage Coordinator** is responsible for tracking and monitoring the approval status of homebuyers from the point of program acceptance through closing. This role ensures the timely and accurate preparation of all loan packages originated by the Homeownership Department. Key responsibilities include verifying the completeness and accuracy of all documentation, as well as ordering and coordinating all necessary loan documents for closing and/or secondary market sale.

### **ESSENTIAL FUNCTIONS<sup>1</sup>**

- Communicate/meet with Homebuyer Experience Coordinator and partner family regularly to discuss build/rehab process and obtain proper documentation needed for closing, down payment assistance, grants, CDC's, etc.
- Pursue grant funding opportunities for homebuyers in the pipeline.
- Be knowledgeable of guidelines and gather and submit all documents required for various funding programs by the crucial deadlines.
- Update credit reports and all necessary documents from families as needed to meet deadlines.
- Schedule appraisal of the home
- Order title work and oversee any issues that may arise with the title company
- Prepare closing documents and any other funding documents required.
- Coordinate closings with the title company and proper parties. Ensure all closing packages follow Federal, State and HFHGI Guidelines.
- Assist the Homeownership team with homeowner recruiting events as needed.
- Assist Homeownership team with education classes as needed.
- Communicate any issues with potential homebuyers with Underwriting and Compliance Manager

### **KNOWLEDGE, SKILLS & ABILITIES<sup>2</sup> -**

- Knowledgeable about and ability to comply with federal, state, and Habitat laws and guidelines regarding mortgages and closings
- Demonstrated customer service skills
- Ability to work a flexible schedule
- Proficient in Microsoft Word, Excel, Outlook and PowerPoint
- Excellent verbal and written communication including presentations
- Ability to work independently and with a team
- Demonstrated customer service skills

<sup>1</sup> This is a listing of all the primary duties that the employee will perform regularly; therefore this list is not all inclusive and other duties can and will be assigned by the supervisor.

<sup>2</sup> Including but not limited to the following. These are necessary abilities to perform the primary responsibilities listed above.



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- Detail and deadline oriented
- Ability to multitask with strong organization skills and meeting deadlines
- Demonstrated ability to solve problems and think strategically
- Maintains regular, timely and dependable attendance
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### EDUCATION, EXPERIENCE, & CREDENTIALS

- Three to five years of industry related experience.
- College degree required.

### PHYSICAL REQUIREMENT TO PERFORM THIS JOB <sup>3</sup>

- Utilize the telephone and communicate with others, inside and outside of the office environment.
- Ability to be sedentary for extended periods of time
- May involve some physical activity, the ability to lift approximately 25 pounds
- Manual dexterity and visual acuity for computer keyboarding, office equipment use, and detailed reports and information

### ACCOUNTABILITY POINTS

- Compliance Monitoring/Tracking
- Grant Fulfillment
- Closings

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_

Date: \_\_\_\_\_

<sup>3</sup> These are abilities the employee would need in order to perform the essential functions of the job with or without reasonable accommodations.