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# Example of Mortgage Assistant Job Description

Our company is growing rapidly and is looking for a mortgage assistant. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for mortgage assistant

* Deals with customer complaints and works to resolve problems through standard and non-standard means
* Provide superior responsive service to client fax / e-mail / telephone requests
* Provide superior responsive execution and delivery of client transactions/requests
* Manage the Mortgage Specialist’s e-mail/mail, proactively responding to correspondence/requests and prioritize for the Mortgage Specialist to read
* Manage office routines and expenses ensuring efficiency is maintained through availability of equipment and supplies and effective management of files and records
* Ensure the Mortgage Specialist’s needs are proactively identified and provides required information/documents for him/her to complete duties
* Gather and prepare material required for presentations, marketing initiatives
* Presentations, marketing initiatives
* Assist in scheduling interview and follow up calls for Loan Consultants and Loan Processors
* Reviews and evaluates requests and communication and summarizes, prepares responses and/or redirects as needed

## Qualifications for mortgage assistant

* Forward thinking, root cause analysis, ability to offer a variety of solutions/resolutions
* Mortgage underwritting experience preferred
* Mortgage Loan Processing experience highly preferred
* Ability to read and understand Fannie Mae and internal product guidelines
* Creates mortgage-specific reports and documentation using MS Office Suite
* Analyzes large amounts of data using Excel and summarizes findings