Our innovative and growing company is hiring for an operations processor. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for operations processor

- Take appropriate actions based on case findings (account closure, affidavits, recommend removal from credit reporting)
- Analyze cases for referral and refer cases to appropriate units/departments as needed
- Meet SLAs with other departments
- Perform root-cause analysis when Identity Theft is confirmed
- Processing incoming Operations mail by type
- Boxing scanned documents in preparation for offsite storage
- Coordinate labor, materials, and product to ensure daily production schedules and quality standards are met, and WMS system is optimized
- Ensure the accuracy of transactions
- Input information into data system
- Process varied and moderately complex daily upfront cash transactions

## Qualifications for operations processor

- Exceptional organizational skills and operational focus
- Knowledge of reverse mortgage guidelines
- Ability to prepare routing administrative paperwork, including the development and maintenance of files and records
- Experience in mortgage operations
- Ability to work well under pressure and meet multiple and sometimes conflicting deadlines
- Two years loan processing, escrow, or mortgage servicing required