

## Luther Burbank Mortgage Corporation Job Description

**Job Title:** Wholesale Account Manager  
**Department:** Mortgage Banking  
**FLSA Status:** Exempt

**Job Number:** 3400  
**Reports To:** Chief Residential Mortgage Banking Officer  
**Last Revision:** 08/04/2011

**Summary:** The Wholesale Account Manager is an outside sales position which is responsible for soliciting residential home loans from mortgage brokers.

### Essential Duties and Responsibilities

- Originates and maintains pipeline to meet or exceed minimum fundings per month.
- Develops and maintains a business relationship with mortgage brokers in the residential home loan industry. Broker database should be consistent with maintaining appropriate pipeline levels.
- Communicates with a minimum of five accounts per day and tracks calls on a Daily Call Report to be turned in to Chief Residential Mortgage Banking Officer on a daily basis.
- Acquires and maintains excellent product knowledge.
- Ensures accurate product information, including program quotes and pricing, is delivered to brokers.
- Provides product training and procedures to brokers as required and necessary.
- Provides excellent customer service to solve and/or restructure challenging loans.
- Ensures all customer inquiries and communication between brokers and operations staff are handled in a clear, consistent, and timely manner.
- Supports operations staff as needed.
- Adheres to all applicable compliance regulations, including BSA, BPA and Right to Financial Privacy. Works in conjunction with senior management to ensure proper knowledge of all relative compliance topics, monitor activities and report issues. Follow directions from management and Chief Compliance Officer for resolution of issues.
- Demonstrates a commitment to fair lending.
- Other duties may be assigned.

### Competencies

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from all employees.
- Ability to calculate figures and amounts such as discounts, interest, and percentages.
- Ability to define problems, collect data, establish facts, and draw appropriate conclusions.
- Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

### Education and/or Experience

Bachelor's degree (B. A.) from four-year college or university; or a minimum of five years wholesale experience. To perform this job successfully, an individual should have knowledge of appropriate software systems. Strong knowledge of FNMA, FHA and VA Guidelines. Strong organization and communication skills. Ability to work with minimal supervision, assume multiple tasks and establish priorities to meet service standards.

### Physical Demands

While performing the duties of this Job, the employee is regularly required to sit, use hands and fingers, talk and hear. The employee is frequently required to walk. The employee is occasionally required to stand, and reach with hands and arms. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus.

### Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.