



Job Title: Admin Assistant- Mortgage Office in Kihei
Reports to: Branch Manager

Job Summary: Performs a variety of complex clerical duties to provide administrative and operational support to the branch mortgage staff to ensure effective branch operations. Generally serves as the first point of contact to the mortgage customer. All duties are performed in accordance with established policies & procedures. Opportunity to advance, with the right work ethic. This is a busy office, and ability to have a sense of urgency throughout the day is a must! Opportunity for bonus commissions.

Schedule: Must cover minimum 8am-4pm, Monday-Friday in our Kihei office.

Hourly Pay:

- \$17-\$20/hr (Initial)
- \$18- \$23/hr + bonus commissions (After Probation)

Probationary period is 90 days as a “Temporary Employee”, (depending on experience). Then we may offer FT employment at a higher rate (depending on experience & quality of contributions to the company).

- Opportunity for bonus commissions at every pay level (after Probation)

Essential Functions:

- Answer phones with aloha, take messages for Loan Originators (LOs), enter into database
- Perform specific tasks assigned by LO
- Scan & save documents
- Assist with proper labeling of loan documents in e-folder, draft list of what is missing for LO
- Enter client information in database and track correspondence in company database
- Utilize a variety of 3rd party web resources to support LO request
- Draft clients/ partners e-mails with updates using company e-mail templates
- Learn & utilize in-house technical systems & programs to provide best support to LO
- Stay acquainted with LO’s daily schedule, create & track LO tasks and create weekly reports
- Track urgent tasks, and alert LO to urgent emails/ phone calls
- Adhere to all federal & state compliance guidelines for retail mortgage lending channel
- Update Website and Social Media in accordance with company guidelines

Knowledge, Skills & Abilities Requirements:

- Supportive and positive attitude while handling challenging situations, problem-solver
- Progressive mentality- able to embrace change on a regular basis
- Team player & people oriented
- Sense of urgency , a “can-do attitude”, & be ready to tackle any project assigned
- Strong work ethic/ maintain client and office confidentiality
- Professional communication skills (writing, speaking, phone etiquette)
- Highly-organized with attention to detail
- Good at multi tasking/ juggling multiple files/ meeting deadlines
- Punctual & reliable to open and close the office on-time
- Eager to learn and develop knowledge of the mortgage industry including mortgage lending compliance and regulatory requirements
- Ability to follow office manual & procedures
- Quick to learn new software programs/ Proficient in Microsoft Word, Excel & Outlook
- Proficient typing skills- large amounts of data entry are required for this job

Aqua Home Loans- NMLS#1830763, MLOC#324325

1325 S. Kihei Rd #220, Kihei, HI 96753 | 808.270.1111 | Team@AquaHL.com

Admin Assistant- April 25, 2022

Page 1 of 2

Physicals Demands:

- Must be able to perform light physical work and to move or lift items including but not limited to boxes, files and papers up to 20 pounds unless otherwise as indicated.
- Must be able to operate and proficiently use standard office equipment, including phone, copier, personal computer and/or other work related mechanical or electronic devices and applications
- Must be able to clearly communicate verbally and in writing with all staff, vendors and clients.
- Must be able to read and understand bank-related documents.
- Must be able to work in a conventional office setting, involving sitting at a desk or workstation for long periods of time. Must also be able to adapt to different work environments as needed to perform the job

Language Skills: Proper use of the English Language in all communication. Ability to read words and to recognize similarities and differences between words and between series of numbers. Ability to comprehend and write simple instructions, correspondence, and memos. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Mathematical Skills: Ability to calculate figures and amounts such as discounts, interest, commissions, and percentages.

Benefits:

Health insurance after 1 full calendar month of working greater than 20 hrs/wk. Paid Holidays after Probationary period, Paid-Time off available after 1 year of employment.

We are an equal opportunity employer.

Raven Hartog-Hall

Branch Manager/ Loan Originator- NMLS #1625263/MLOC#324325

808.270.1111

Raven@AquaHL.com

Aqua Home Loans- NMLS#1830763, MLOC#324325

1325 S. Kihei Rd #220, Kihei, HI 96753 | 808.270.1111 | Team@AquaHL.com

Admin Assistant- April 25, 2022

Page 2 of 2