Mortgage Process Analyst/Training Administrator

**HomeServices Lending, LLC,** the mortgage company affiliated with HomeServices of America, the second largest independent real estate company in the nation, is seeking a **Mortgage Process Analyst/Training Administrator (Sales)** located in either West Des Moines, IA or Golden Valley, MN.

The Mortgage Process Analyst/Training Administration (Sales) position must have a subject matter expertise in the sales side of the loan process. Sales expertise should be in the loan origination side of the mortgage process.

This individual contributor will report to the Director of Education and Training work with them to strategize, plan, integrate and implement a variety of mortgage, training and development programs, services, and initiatives to support the ongoing requirements of the organization. They must communicate with our National Sales Managers to ensure they are included and informed about any discussions occurring around their processes and obtaining their buy in on the overall content and delivery.

General Job Duties & Responsibilities

* Implement and deliver new regulatory requirements, investor product changes and update as well as new tools.
* Creation and/or changes to training documents for our existing standard processes and procedures. This includes new employee onboarding curriculum and additions and/or changes to standard work processes and job aids.
* Attend and/or lead meetings with National Sales Managers, Regional Market Managers and other leaders within the company, listen issues and gaps in processes, provide recommendations, and administer training as required.
* Must be able to handle multiple responsibilities and initiatives, and work with Director of Education and Training to prioritize work load as necessary.
* In the creation and implementation of projects, utilize the expertise of our senior leaders, managers and field resources, including but not limited to National Sales Managers, National Processing Manager, Head of Credit Policy Manager, Compliance and IT.
* After implementation of each initiative, must assess and track to the anticipated results. If results aren’t as expected, meet with key stakeholders to determine missed steps, and develop/adjust processes as needed to ensure the desire results are met.
* Work with the leaders in sales, operations and corporate and become their go to resource for questions and solutions by utilizing past experience.
* Lead new hire onboarding training for sales with the assistance of our other Mortgage Process Analysts/Training Administrators.
* Lead our CRM initiative through training and tracking.

Basic Qualifications:

* 3 years mortgage sales experience
* Mortgage sales training, facilitation or mentorship experience
* Proven experience in building relationships
* Ability to research, compile and perform analysis on operational processes and provide recommendations
* Ability to work effectively in a team environment as well as independently
* Strong organizational, multi-tasking and prioritization skills