



East Cambridge Savings Bank's Lending Division is actively recruiting for a  
**Retail Lending Manager**

**Function:**

Under the general direction of the Vice President/Retail Lending Operations Manager, organizes and manages the daily functions related to the processing, underwriting and closing of consumer and residential loans in accordance with established Bank policies, procedures and strategic goals.

**We are looking for candidates with:**

1. Bachelor's degree or equivalent in specialized coursework and training.
2. Five years of loan operations experience and prior management experience.
3. Well-developed organizational and analytical skills.
4. Able to handle multiple tasks while maintaining attention to detail.
5. Strong written and verbal communication skills.
6. Able to register as a licensed Mortgage Loan Originator as required under the S.A.F.E. Act.
7. Knowledge of lending procedures and regulations in residential mortgage, secondary market and consumer loans.
8. Prior experience with Encompass.

**Staff Responsibilities:**

1. Manages the processing, underwriting and closing staff. Conducts periodic performance reviews, provides direction, coaching and mentoring to staff in completion of assignments, and makes hiring, salary and promotional recommendations. Counsels, directs, and trains staff to ensure that goals and objectives are met.
2. Responsible for establishing priorities for the processing, underwriting and closing areas. Manages the daily work flow, ensuring that all applications are processed, underwritten and closed in a timely manner. Monitors and follows up on any production delays or quality control issues that are identified. May underwrite loans based on production needs.
3. Manages the preparation of commitment letters or appropriate denial or counter offer documents.
4. Serves as a liaison between all parties i.e. brokers, borrowers, appraisers, mortgage insurers, etc. and the Bank during the application process. Manage and respond to pending issues not resolved at staff level. Prior to closings, acts as a liaison with attorneys to ensure documentation is accurate and consistent.
5. Communicates with sales and banking center personnel on policy, procedures and customer issues. Conducts MLO training as needed. Provides guidance in the resolution of routine problems in a timely manner. Streamlines processes to improve workflow efficiency.
6. Directly and through subordinates, ensures efficient delivery of lending services to customers. Researches and resolves more complex customer questions or issues.



Connecting with customers.

7. Maintains knowledge of industry and Loan Operations field which includes up-to-date knowledge of loan products, investor requirements, and lending regulations. Demonstrates continual learning by attending industry seminars, webinars and other training programs. Recommends and assists in the development and implementation of new products and services.
8. Updates Loan Operations Policies and Procedures manual as needed. Monitors the preparation of reports and reviews finished product, updating Senior Management with relevant data as needed. Provides assistance and support with any data/system updates.
9. Ensures Department compliance with all State, Federal and investor requirements. Performs operational audits to ensure compliance with established policies and procedures, and for compliance with laws and regulations in preparation for audits and regulatory exams. Implements audit and compliance changes as required by new or amended regulations.
10. Complies fully with all federal, state and local laws and regulations, policies and procedures, including but not limited to the S.A.F.E. Act and its registration, renewal and updating requirements; and ensures that the Origination staff does the same.
11. Maintains knowledge of the Bank Secrecy Act (BSA), Anti-Money Laundering (AML), Customer Identification Program (CIP), and Office of Foreign Assets Control (OFAC) regulatory requirements. Ensures that management and staff members complete BSA related annual training in a timely manner and that all BSA procedures are followed when applicable. Identifies and reports compliance related issues and suspicious activity.

#### **Other Job Responsibilities:**

12. Performs related managerial, administrative and special projects as required or assigned to ensure the ongoing effectiveness of the lending function.
13. Participates in civic activities to promote growth and development in the community and a positive image for the Bank.

Contact our Human Resources Division or visit [www.ecsb.com/careers](http://www.ecsb.com/careers) for more details and to apply.

Or submit your resume to:

Email: [recruit@ecsb.com](mailto:recruit@ecsb.com) Fax: 617-252-6877 Phone: 617-354-7700

East Cambridge Savings Bank, Attn: Human Resources  
344 Cambridge Street Cambridge, MA 02141

*East Cambridge Savings Bank is an Equal Opportunity Employer*