

# Branch Operations Manager

**Job Title:** Branch Operations Manager – Mortgage Operations

**Location:** [Insert Location or "Remote/Hybrid"]

**Reports To:** Regional Manager / Director of Operations

## Position Overview

We are seeking a dynamic and detail-oriented **Branch Operations Manager** to oversee and streamline mortgage operations within a designated region. This role is pivotal in ensuring a seamless loan process from setup through closing, fostering a superior client experience, and supporting operational team performance. The ideal candidate is a natural leader with deep mortgage industry knowledge, excellent communication skills, and a passion for operational excellence.

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## Key Responsibilities

- **Regional Oversight:** Lead and manage all operational aspects of mortgage loan processing, including loan setup, processing, underwriting support, closing, and funding, across the assigned region.
- **Workflow Management:** Ensure loans are moving efficiently through the pipeline and timelines are consistently met.
- **Appraisal Coordination:** Oversee the appraisal ordering process and address any related escalations or delays.
- **Team Leadership:** Provide day-to-day guidance, mentorship, and performance management to regional operations staff including processors, closers, and support roles.
- **Training & Development:** Assist in onboarding new operational staff and facilitate ongoing training initiatives to ensure team members are aligned with current policies, procedures, and compliance standards.
- **Quality & Compliance:** Monitor adherence to company and industry guidelines, ensuring a high standard of loan file quality and regulatory compliance.
- **Feedback & Communication:** Create structured channels for team feedback and ensure open, effective communication across departments and with regional leadership.
- **Client Experience:** Champion a borrower-first mindset by removing bottlenecks, solving operational issues quickly, and driving efficiency to support a smooth and professional client journey.

- **Collaboration:** Partner with sales, underwriting, and post-close departments to resolve issues and ensure alignment throughout the loan process.
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## Qualifications

- 5+ years of mortgage operations experience with a strong understanding of the full loan lifecycle
  - 2+ years in a leadership or management role within mortgage operations
  - Proven ability to lead and develop teams in a fast-paced, deadline-driven environment
  - Excellent organizational and problem-solving skills
  - Strong interpersonal and communication skills (written and verbal)
  - Tech-savvy with familiarity in LOS platforms (e.g., Encompass) and other mortgage software
  - High attention to detail and commitment to delivering exceptional service
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## What We Offer

- Competitive salary and bonus potential
- Comprehensive benefits package (health, dental, vision, 401k, etc.)
- Opportunities for professional growth and development
- A collaborative, supportive team environment