



# Complete Mortgage Processing eLearning Center

## ASK THE MORTGAGE TRAINER...

**Q. My performance is not what it needs to be for me to feel secure in my job. I am in a state of constant worry about my struggle with loan processing concepts and my inability to keep up. What should I do before I am in trouble at work?**



**A.** This is a common problem for many loan processors. Often times, processors are hired in times of transition or crisis and expected to “catch on” very quickly. If thorough training is not provided, the loan processor’s performance begins to suffer almost immediately. Soon, the processor becomes the Fall Guy (or Fall Gal) for internal problems that existed long before their arrival. In the past, we have encountered a custom training client who

had serious operational issues that were mistaken for loan processing problems. Unfortunately, no amount of loan processor training could adequately address the changes that were required for that business to thrive.

### *It helped on her new job...*

“Thanks so very much! Your course was instrumental in my success as a processor at USAA!”

Kelly

If you find yourself in this situation, what should you do? There many viable options. Choose one that enables you to stay true to yourself. Take the action on the choice that will preserve your physical and mental health and your financial stability. Here are a few suggestions to help you transcend this dilemma:

Do a little research to learn what the real problem is. Is it a staffing shortage? Is it a knowledge issue? Don’t be fooled by industry veterans that are clueless because they rode the entire way on someone else’s coat tail. Is it a communication issue? Is your employer in hot water with a lender or out of compliance with state regulations? Is it a technology or customer service issue? Once you identify the real issue, you can move confidently choose to move forward with the company or start a new job search.

If you want to stay, get help immediately! Open up the dialogue with your peers and managers to determine what (if anything) is already being done to improve conditions at work. Often times, things can be adjusted to give you the help you need. This is often the case with many of our course participants. When we encounter them, they are being given the opportunity to get up to speed with loan processing utilizing our loan processing training resources. Some employers pay for the training while other students take the initiative to get supplemental training on their own.



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The more creative you are, the easier it will be to accelerate your career as a loan processor. Many students reported starting out as a secretary, a receptionist, an assistant or a set-up person just to get a foot in the door. Once a loan processing position opened, they registered for CMP training to enhance their knowledge for both the interview process and the new job. The possibilities are endless when you certain that you have what it takes.

Check out our website for more complimentary loan processing career tips and tools. For tips on analyzing paystubs, credit, title reports and other loan file documents, join us for our **Loan Processing Solutions** class. Visit our website to learn more. Be sure to subscribe to our YouTube channel at <http://www.youtube.com/user/MortgageTraining> and connect with us on Facebook.