



## General Description

The SVP of National Production is responsible for providing leadership and oversight for operational functions across all Production channels. Create metrics and lead processes to optimize productivity, minimize risk, and ensure adherence to business standards and compliance regulations. Partner with senior leaders to create and implement long-term strategic goals and initiatives. Work under limited supervision and report to the Chief Operating Officer (COO).

## Essential Functions

- Responsible to maintain a closing pipeline of the highest integrity to optimize the amount of throughput and output conducted by the Operations Team.
- Accurately project weekly closing results to the COO and any major unexpected shifts to the CFO
- Responsible to work with the PODS to understand upcoming payoffs and maintain a payoff pipeline to predict upcoming loan payoffs
- Provide strategic direction and overall guidance to Processing, Underwriting, Closing, & Post Closing Operations Support staffs.
- Collaborate with the Loan Officers and PODS to problem solve loans that are “stuck”
- Be the “go-to” person for any operational or “closing” exception (to minimize COO involvement in the day-to-day)
- Adhere to production goals, analyze results to identify trends, and create and implement action plans for improvement.
- Senior Management follow-up with any clients who rate Renovo less than a 9 on our NPS survey. Identify the issue, come up with an immediate solution to WOW the client, and game plan on future process changes (if necessary)
- Oversee hiring, training, and supervision of staff, including performance management, compensation administration, career development, and adherence to policies and procedures.
- Collaborate with other departments to review processes and oversee the execution of changes to streamline workflows.
- Oversee policies and procedures for assigned areas and implement industry best practices.
- Maintain a continuous improvement approach to processes and procedures to improve overall consistency and efficiency throughout the model to ensure a best-in-class model.
- Partner with the C-Level executive team to build and implement long-term strategies within assigned area(s) and across the organization.
- Provide expertise and advice to business leaders regarding operational trends and best practices and ensure compliance with all federal, state, and local regulations.
- Collaborate with other departments and leaders to ensure alignment and achievement of Company goals.
- Maintain knowledge of mortgage lending guidelines and regulations.
- Manage vendor relationships (appraisal services, insurance companies, title companies, legal services, and fulfillment as needed.
- Maintain ability to travel as needed.
- Perform other duties as assigned.

## Knowledge, Skills and Abilities

- Strong analytical and problem-solving skills with an ability to anticipate and avert problems, identify potential issues, and offer solutions.

- Ability to persuade, motivate, inspire, and support staff while effectively communicating business policies and procedures.
- This person must be a “servant leader” and be willing to do what they expect their employees to do (on a daily basis)
- Excellent oral and written communication skills, including the ability to work effectively with internal and external customers and build strong relationships.
- Strong attention to detail
- Proficiency in Microsoft Word and PowerPoint, as well as advanced Excel skills (pivot tables, formulas, etc.)
- Ability to effectively define, organize, coordinate, and monitor multiple projects and tasks to meet established deadlines.

## Required Qualifications

- Bachelor’s degree in business administration, finance, psychology, or a related field
- 10+ years of related mortgage banking experience, including 5+ years in a senior management role
- Expert-level knowledge of mortgage operations processes, policies, and procedures
- Broad knowledge of the mortgage industry, including finance and reporting, originations, etc.