

Mortgage Processor Interview Questions

1. Tell me how you organize, plan, and prioritize your work.

2. Share an experience in which you verified information and accuracy of loan application and closing documents.

3. What is the key to success when communicating with the public.

4. Share an experience you had in dealing with a difficult person and how you handled the situation.

5. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)

6. Share an experience when you applied new technology or information in your job. How did it help your company?

7. Tell me about an experience in which you analyzed information and evaluated results to choose the best solution to a problem.

8. Share an effective approach to working with a large amount of information/data. How has your approach affected your company?

9. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?

10. Please share an experience in which you presented to a group. What was the situation and how did it go?

11. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?

12. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)

13. In your experience, what is the key to ensuring your company was compliant with all laws, regulations and standards that were applicable to your area of responsibility?

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14. Share an experience in which your attention to detail and thoroughness had an impact on your last company.

15. Provide an example when your ethics were tested.

16. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was the impact?

17. How would you rate your writing skills? (Ask for an example that demonstrates great writing skills.)

18. How do you balance cooperation with others and independent thinking? Share an example. (Try to determine if the candidate has a cooperative attitude or is otherwise good-natured.)

19. Share an experience in which you submitted loan applications with recommendations for underwriting approval.

20. Share an experience in which you effectively advised a customer regarding a loan or transaction.

21. Provide an experience in which you successfully assembled and compiled documents for loan closings.

22. Share an experience in which your ability to consider the costs or benefits of a potential action helped you choose the most appropriate action.

23. What is the state of your records of loan and credit, loan information, and disbursements of funds? Name one thing you would like to improve.

24. Provide an effective method you have used to present loan and repayment schedules to customers.

25. Share an experience in which you effectively prepared and typed applications, documents, forms, notices, etc.

26. Give me an example of when you thought outside of the box. How did it help your employer?

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27. Would you consider analyzing data or information a strength? How so?

28. Share an experience in which you successfully calculated, reviewed, and corrected errors on interest, principal, payment, and/or closing costs.

29. Share an experience in which your understanding of a current or upcoming problem helped your company to respond to the problem.

30. Share an experience in which you checked applicants' credit and personal references.