

## **About OptiFunder**

OptiFunder is the pioneer of the Warehouse Lending Management System for mortgage originators. We provide a portfolio of technology solutions to non-bank mortgage originating institutions to help lenders originate more loans, reduce origination costs, and increase operational efficiency across the mortgage lifecycle. By joining OptiFunder, you'll become part of a forward-thinking company that is transforming the way our customers embrace technology to enhance their business and the bottom line. One of the fastest growing fintech companies, we offer the excitement of a rapidly growing technology disruptor with the stability of a seasoned management team and some of the brightest minds in mortgage banking and best talent around. Visit [www.OptiFunder.com](http://www.OptiFunder.com) to learn more.

## **The Role**

OptiFunder's Warehouse Lending Operations Leader represents a unique opportunity for the right candidate who will be exposed to a broad range of functions with a primary focus on helping our clients optimize the use of multiple warehouse funding facilities through OptiFunder's WMS technologies while providing value and service to our platform partners. This is a collaborative role where the Operations Analyst will be highly engaged with the customer with full visibility of the OptiFunder's span of business activities and will work closely alongside the rest of the firm's associates and leadership.

## **Essential Functions**

- Establish themselves as a subject matter expert in warehouse lending operations, OptiFunder solutions, and traditional loan origination and warehouse lending strategy.
- Build positive and trusting relationships with clients, representing OptiFunder solutions from both a technical software solution and strategic partner perspective.
- Assist with the onboarding of new clients.
- Engage in discovery and review of customer's existing business processes and provide recommendations and best practice advice.
- Analyze root cause of errors, apply critical thinking to determine resolution and make independent decisions under short deadlines to resolve.
- Responsible, as first line of defense, to identify new and recurring risks.
- Communicate with management and peers, customers (non-bank originators) and partners (loan origination systems & warehouse providers) to resolve issues and enhance process and communicate upcoming changes or requests.
- Assist with various projects and participate in quality control testing, and ensure policies and procedures are properly documented.

*Send inquiries to [careers@optifunder.com](mailto:careers@optifunder.com). We are an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to any protected class status.*

### **Skills and Experience**

- Must have experience with warehouse lending operations.
- Minimum 3-5 years banking and/or client service experience, including MWL operations.
- Strong grasp of and interest in technical concepts, business processes, optimization, and data analysis.
- Possess a firm foundation in troubleshooting methodology that can effectively solve problems that have never been solved before in situations where only limited standardization exists.
- Excellent client-facing skills, relationship building, negotiating, with natural ability to establish trust and credibility.
- Must be comfortable with extreme multi-tasking and have an overall drive to contribute to the greater good of the team and the company brand at large.

### **Travel Requirements**

This position can be remote and may travel occasionally to corporate headquarters in St. Louis, and client sites.

Location: Open

Job Type: Full-time