

Processing Managers – Division of Duties

Amy Altier – Manages non-Fly Processors

- Loan level problem solving for all non-Fly Processors
- Non-Fly Processor Issues/LO-Proc Team Issues
- Escalated files issues from Non-Fly Processors
 - Includes Underwriting disputes
- Construction Processing Matters*
- Employee Loan Processing
- Underwriting/Processing Weekly Team Meeting (Hot Topic Meeting/Harmony)
- Working with Mentors & Seniors on their duties
- Non-Fly Processor File Investigations / coachings
 - Includes Underwriting feedback
- Customer Complaint calls*
- Non-Fly LO/Processor Team Planning
- Paylocity journal entries for all non-Fly Processors
- Annual reviews for non-Fly Processors
- Monthly report
 - Once issues are identified, entire PM team comes up with possible solutions and proposals to fix. Decide who owns it based on item.
- QC Reporting Review and Action
- CreditPlus issues that cannot be resolved by IT
- ENC error research that is not related to an IT / tech issue
- Secondary Delivery Issues/Research
- FEMA tracking

**Jeff is Amy's backup when she is out except for:
Construction Processing Matters can be brought to Hilary B.
Customer Complaints would go to Sandy in Amy's absence.*

Jeff Panec– Manages Fly Processors

- Loan level problem solving for Fly Processing Team
- Fly Processor File Issues/LO-Proc Team Issues
- Fly Processor File Investigations / coachings
 - Includes Underwriting feedback
- Escalated files issues from Fly Processors
 - Includes Underwriting disputes
- Underwriting/Processing Weekly Team Meeting (Hot Topic Meeting/Harmony)
- FLY LO/Processor Team Planning
- Obtain feedback for Processing Annual Reviews
- Team Meet & Greets (FLY Processors)
- Call offs for Fly Processors
 - Gives info to Sandy for coverage and communication
 - Includes partnering Fly Processors with lower pipelines to assist higher pipeline Fly Processors

- Timecard corrections & approvals for FLY Processors
- Paylocity journal entries for all Fly processors
- Annual reviews for Fly Processors
- Follow up on Did Not Close Files
- Updating fly loans to regular Processor when file is complicated, by request only
- Fly Processor Pipeline Oversight
 - Welcome Calls done timely
 - Follow Up Calls done timely
 - Turn times
- Cure Reporting Review and action items

Fly Processors:

1. Ashley Arnold
2. Jen Wells
3. Jessica Swartz
4. Josh Arp
5. Katelyn West
6. Laura Moore
7. Tara Pennington
8. Cathy Hunt

**Amy is Jeff's back up for processing items.*

**Sandy is Jeff's back up for Admin items (i.e. call offs).*

Sandy Spence – Admin Manger for all of Processing

- Call offs for non-Fly Processors, coverage planning, and communication
 - Includes partnering Non-Fly Processors with lower pipelines to assist higher pipeline Non-Fly Processors
 - Processing Email Access Requests
- Timecard corrections & approvals for non-Fly Processors
- Paylocity journal entries for all non-Fly processors
- Obtain feedback for Processing Annual Reviews
- Team Meet & Greets (non-FLY or EPP)
- HR items (leave of absences, jury duty, special requests for time off) for all Processors
- Updating spreadsheets and communicating changes to IT for Processor moves
- Daily Queue monitoring – all processors
- Monthly processing newsletter
- Coverage detail and processing statistics for monthly report (OT, metrics, etc.)
- Communication to Teams related to trainings
- Hold processors accountable for meeting attendance, training completions.
- General items from employees that isn't file related (i.e. procedure questions, etc.)
- Assist Jeff with cure reporting as needed
- Special Projects

**Jeff is Sandy's back up when she is out.*