



Warehouse Lending Operations Specialist

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 to learn more.

The Role

OptiFunder's **Warehouse Lending Operations Specialist** represents a unique opportunity for the right candidate who will be exposed to a broad range of functions with a primary focus on helping mortgage bankers optimize the use of multiple warehouse lines through OptiFunder's proprietary Warehouse Management System while providing value and service to our warehouse lending partners on the platform. This is a collaborative role where the Operations Analyst will establish themselves as subject matter expert and 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.

The ideal candidate will have a background in warehouse lending with additional familiarity in correspondent lending, loan closing, funding, post-closing, or secondary and capital markets.

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 customer support and 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.

We are an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to any protected class status.



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- 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.

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.

Additional Details:

This role is integral to our company's success, bridging the gap between our customers' needs and our strategic objectives. The role offers the opportunity to work in a remote-first environment with competitive compensation, flexible schedules, and benefits like unlimited PTO, healthcare, and 401(k). Join us and lead the charge in transforming the mortgage and warehouse lending industry through advanced technology and client success.

Job Type: Full-time

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