



Please note this role is on-site at our Waynesboro, VA location.

Mortgage Operations Supervisor

About DuPont Community Credit Union

At DuPont Community Credit Union (DCCU), we are more than just a financial institution, we are a community-driven organization committed to empowering our members and fostering financial success. With a strong foundation built on trust, collaboration, and innovation, we provide exceptional financial solutions tailored to meet the diverse needs of our members and enhance their financial wellness. As a leader in the credit union industry, we offer a dynamic and rewarding work environment where professionals can thrive and make a meaningful impact.

Position Overview

DCCU is seeking an experienced **Mortgage Operations Supervisor** to support the leadership of the Mortgage team. This role is responsible for exemplifying a high level of member service as well as maintaining the quality and integrity of the mortgage loans originated, while obtaining monthly mortgage goals. This role will motivate, direct, and evaluate the work and performance of mortgage operations as the first line of supervision.

What You'll have the Opportunity to do:

- Be responsible for monitoring the mortgage pipeline.
- Provide support in all areas of the mortgage process as needed; Underwriting, Closing, Funding and Post-Closing
- Partner with Mortgage Advisors, Underwriting, Closing, Funding, Post-Closing, Rate-Lock, and Compliance teams to ensure loans are closed on time, members are delighted, and loan quality is excellent.
- Research, quantify, and analyze problem incidents such as member issues, quality defects, and process inefficiencies and resolve issues timely.
- Monitor processes for engagement, efficiency and effectiveness, provide leadership with recommendations for improvements and efficiencies.
- Develops and implements training for the Mortgage operations team.

What You Bring to the Table:

- Bachelor's Degree or three years equivalent experience required.
- Minimum of three years of supervisory experience.
- Minimum of three years mortgage underwriting and processing experience.
- Comprehensive knowledge of residential mortgage processing, underwriting, disclosure, closing and funding procedures.
- Ability to work with confidential files and/or materials.

- Ability to research, quantify, and analyze problems and make decisions.
- Ability to communicate effectively.
- Knowledge of mortgage lending laws and regulations.
- Ability to effectively plan, organize, and schedule the department's workflow.
- Experience with an electronic Loan Origination System (LOS) is required, Encompass experience is preferred.
- Proficiency in Microsoft Word, Excel, and PowerPoint.

What We Bring to the Table:

At DCCU, we believe in fostering a **collaborative and inclusive workplace** where employees are empowered to innovate and excel. We offer:

- **Competitive compensation and benefits** package.
- **Opportunities for professional growth** and leadership development.
- **A supportive, stable, and dynamic work culture** that values teamwork and integrity.
- **The chance to make a meaningful impact** on the lives of our members and the community.

As a **highly successful credit union**, DCCU is committed to providing exceptional service to our members while fostering a culture of innovation and strategic growth. This role offers a unique opportunity to shape the future of our mortgage lending, ensuring we continue to thrive in a competitive financial landscape.

**Qualified individuals should apply online only by Wednesday, June 3, 2026.
On-line applications/resumes can be submitted by visiting www.mydccu.com.
Follow the careers link on the homepage.**

At DuPont Community Credit Union our goal is to be a diverse workforce that is representative, at all job levels, of the community we serve. We are an equal opportunity/affirmative action employer. All qualified applicants are encouraged to apply and will receive consideration for employment without regard to sex, race, color, religion, national origin, disability, protected Veteran status, age, or any other characteristic protected by law.