

| CANDIDATE | INTERVIEWER | DATE | STAGE |
|-----------|-------------|------|-------|
|-----------|-------------|------|-------|

INTERVIEW QUESTIONS · MORTGAGE PROCESSOR

|    |                                                                                  |           |  |
|----|----------------------------------------------------------------------------------|-----------|--|
| 1  | What is your experience as a Mortgage Processor?                                 | 1 2 3 4 5 |  |
| 2  | What computer programs are you familiar with to process mortgages?               | 1 2 3 4 5 |  |
| 3  | How would you handle it if there was a problem with the mortgage loan documents? | 1 2 3 4 5 |  |
| 4  | How do you stay organized when processing multiple mortgages at the same time?   | 1 2 3 4 5 |  |
| 5  | Tell me about a time when you had to dispute a credit bureau report.             | 1 2 3 4 5 |  |
| 6  | How do you handle difficult customers?                                           | 1 2 3 4 5 |  |
| 7  | Tell me about a time when you had to deal with a difficult situation.            | 1 2 3 4 5 |  |
| 8  | How did you stay organized and on track?                                         | 1 2 3 4 5 |  |
| 9  | Describe the process of mortgage processing from start to finish.                | 1 2 3 4 5 |  |
| 10 | How would you handle a loan application that was incomplete?                     | 1 2 3 4 5 |  |

OVERALL ASSESSMENT

| CRITERIA                                                                                  | SCORE (1-5) | NOTES |
|-------------------------------------------------------------------------------------------|-------------|-------|
| <b>Educational Background</b><br>Appropriate qualifications or training for the position. | 1 2 3 4 5   |       |
| <b>Prior Work Experience</b><br>Skills or qualifications acquired through past work.      | 1 2 3 4 5   |       |
| <b>Qualifications / Experience</b><br>The technical skills the position actually needs.   | 1 2 3 4 5   |       |
| <b>Problem Solving Abilities</b><br>Demonstrated critical problem-solving.                | 1 2 3 4 5   |       |
| <b>Communication</b><br>Team building and communication skills.                           | 1 2 3 4 5   |       |
| <b>Organizational Fit</b><br>Would this hire steer the organization the right way?        | 1 2 3 4 5   |       |
| <b>Directional Fit</b><br>A step forward, or backward, in their career?                   | 1 2 3 4 5   |       |

RECOMMENDATION

☐ Advance   ☐ Hold   ☐ Decline

1 = well below the bar · 3 = meets it · 5 = clearly above it

**AvaHR** — hiring software for teams without a recruiter  
Use the same scorecard for every candidate in this role.