

Who we are:

OptiFunder is a fast-growing FinTech company and the pioneer of the Warehouse Lending Management System for mortgage originators. We provide a portfolio of technology solutions to help lenders process more loans, reduce origination costs, and increase operational efficiency across the mortgage lifecycle.

We are a forward-thinking company that is transforming the way our customers embrace technology to enhance their business and the bottom line. 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, and apply at careers@optifunder.com

Who you are:

The Product Analyst is a financial industry professional who is excited to bring optimization and automation to clients and improve the mortgage ecosystem. The person in this role will eagerly roll up sleeves to learn our system and can't wait to start working with clients to configure, bring each instance to life and support. With at least 5 years of related experience, the Product Analyst will already be equipped with foundational skills and knowledge that can be leveraged and advanced as we grow.

How will you make an impact?

As a Product Analyst supporting client on-boarding and support services, you'll deliver first-to-market, advanced technology to independent mortgage originators to transform their funding process. You'll regularly work with clients, project managers, subject matter experts and other analysts in the development and delivery of automated solutions that measurably improve performance.

Using workflow tools, document recognition and machine learning, you'll play a critical role in creating a rules-based environment that leverages the combined power of technology and industry expertise in delighting our clients. In addition, you'll...

- Gather business requirements and develop to-be process flows to support the design and development of solutions for our clients
- Identify decision elements in datasets and build logic, analyzing and recommending creative approaches to workflow challenges
- Articulate complex technical concepts and options to non-technical stakeholders in meetings, calls and via email
- Measure the level of completeness throughout rule and configuration development, keeping project managers and team members aware of progress and issues
- Provide UAT support to onboarding clients and make improvements through iterative validation
- Proactively resolve business and technical problems encountered by addressing product questions, troubleshooting and leading discovery/training sessions where needed
- Help develop best practices for scalability, supportability, ease of maintenance, and system performance



Product Analyst - Configuration

- Use integrated business analysis tools (Excel, GCP Data Studio, Postman) to inform exports/mapping efforts, business rules, and other aspects of configuration
- Test new releases/deployments afterhours on occasion

Do you have what it takes?

- Bachelor's degree in a related discipline, along with a track record of continuous learning
- Thorough understanding of the loan origination process, acquired in mortgage or financial services roles
- Experience building complex matrices of requirements with extreme focus and attention to detail
- Ability to translate requirements into rules and decision logic for system evaluation
- Extensive practice configuring, testing, and troubleshooting new applications and systems
- Familiarity with workflow and capabilities of Loan Origination Systems (Encompass, MeridianLink, Byte, Empower, Blue Sage) and warehouse platforms (WLS, ProMerit)
- Ability to thrive in a virtual team and demonstrate engagement
- Self-motivated, energetic, able to pivot with priority shifts and process ambiguity
- Authentic client-facing skills, including building rapport, establishing trust and credibility, and exchanging clear and professional messages
- Agility and adaptability toward new system features and ongoing development
- Proficiency with MS suite and collaborative tools; Excel power user is a plus

You might be a good fit if you like to:

- Listen with curiosity, build collaborative relationships and strive for mutual gain in all interactions
- Learn new concepts, processes, software, engineering and mathematical ideas
- Deal with data-related problems and gain valuable insights from data sets that may be initially unwieldy
- Bring clever ideas to the team and develop creative ways to frame or solve a problem
- Take ownership for your work and learn from your mistakes
- Engage with clients to understand business requirements and roll up your sleeves to configure, test and deliver
- Stay aligned with priorities, even if that means switching gears or multitasking

What you can learn on the job:

- All about our proprietary, first-to-market tech that is changing warehouse management
- How to successfully integrate industry-standard LOS and warehouse bank platforms
- Deeper knowledge of the funding process and how to bring efficiency through automation

What does success look like?

- First 30 days:
 - Learn about the active products, projects and teams you'll be working with
 - Complete training on the OptiFunder application and admin features
 - Be able to complete basic configuration tasks with limited assistance

- First 6 months:
 - Have your first few projects under your belt and or provide maintenance, technical support and troubleshooting to client end users
 - Expand your knowledge of OptiFunder systems and processes and configure products independently
 - Contribute ideas on how features and functions can be improved
- First year:
 - Become a subject matter expert in one or more areas of the system
 - Be able to train new users and new team members
 - Actively contribute suggestions for how to improve the implementation and or support desk processes
 - Have a short list of clients that rave about your support

What's in it for you:

- A leadership team that strives to make this the best place you've ever worked
- A high-performance culture where you can be proud of your contributions and what we are able to achieve as a team
- Opportunities for personal and professional growth
- A friendly, energetic, fun and inclusive work environment
- A place where your voice can be heard, and your work will have an impact

Enjoy these benefits:

- Competitive salary and performance-based bonus eligibility
- 401k with company match
- Comprehensive medical, dental and vision coverage from leading insurance providers
- Generous leave policy; paid Federal holidays
- Dress for comfort and calendar (up your game for clients)

Location:

OptiFunder is headquartered in St. Louis, MO, but we can meet you where you are. This position is eligible to work fully remote.

At OptiFunder, we accept you for who you are. We are an equal opportunity employer and do not discriminate based on race, color, creed, religion, national origin, sex, marital status, age, or disability with regards to recruitment, selection, placement, promotion, wages, benefits, and any other areas of employment. We welcome our team member's diverse viewpoints and work together so that everyone's voices are heard.