



# INSIDE THE MIND OF A **MILLENNIAL** IN THE MORTGAGE BUSINESS

by CASEY CUNNINGHAM

THE AGING OF THE INDUSTRY'S LOAN OFFICERS is a hot topic in the mortgage business. More managers are turning to millennials as a solution to refuel the workforce. In this special edition of The Right Stuff's "Inside the Mind of a Top Producer" series, I had the opportunity to interview a millennial loan officer who

has found success. Not only did I get the chance to ask how he attained success so early in his career, but I even received some advice for managers on how to hire and recruit these elusive millennials.

Cale Iorg was born with the competitive nature it takes to be a top-producing loan officer, having played professional baseball for six years after graduating from the University of Alabama.

When injuries forced him out of baseball, he eventually met Pat Flood, chief executive officer of Supreme Lending in Atlanta, and was immediately attracted to the business. Iorg is now a loan officer at Supreme Lending in Atlanta.

Like many millennials, having a mentor and a supportive work environment have pushed Iorg to seek and attain success. He says his mentor, Flood, pushes him every day to be better, and keeps him accountable. He also acknowledges that his team supports and pushes him to uphold their stellar customer service commitment.

Iorg also credits his competitive and self-sufficient nature for helping him to enjoy his career as a loan officer. He says he likes how he can "be my own person [and] make or break my chance for success."

Not only are these great attributes allowing him to enjoy his work, but they are also monumentally working in his



Cale Iorg

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favor. He has achieved results that are incredibly impressive after just a little over a year as a loan officer.

In the last half of 2014, he closed \$3,733,135 with 28 units. Year-to-date (January–July 2015), he has closed \$7,850,894 with 47 units. It goes without saying that these are phenomenal numbers for a rookie loan officer.

So what is he doing to produce that kind of volume? How is such a young (he turns 30 this month) loan officer closing such great numbers?

He says 100 percent of his referrals are past clients and real estate agents. He has a database of about 90 past clients and five to 10 real estate agents who consistently send him business.

To keep these referrals and create new relationships, he says the one thing that sets him apart is that he genuinely cares. He says, "I don't think anyone cares as much as me. Nobody's going to

put in more care and attention to make sure [the loan] closes. And not just that, but that it's a happy process."

Iorg stands out from the crowd by not just doing the job, but caring about it fully.

Like many millennials, helping people through his profession is one of the most important aspects of Iorg's career. However, part of a loan officer's job is also telling people they may not be ready to buy a home.

He says, "The most difficult aspect is that I get emotionally attached, so when you have an emotional connection and they aren't quite ready, it is hard to have to tell someone that."

Iorg shared that another tough aspect of the job many young professionals struggle with at first is the "day-to-day grind."

He says to help him with this, he is supported by an extraordinary team. He

says, “Knowing you have a good support team around you that you can lean on really helps.”

A typical question that comes to many managers’ minds when making a decision about hiring rookie loan officers is whether rookies will meet with resistance because of their relative inexperience in the profession. Iorg refutes this idea. He says he never encountered resistance because of his age. Because of his training, he says, he was able to prove he knew what he was talking about in the mortgage industry and he will continue to work hard to stay up-to-date with changes in the market.

His approach, along with knowing the mortgage industry, is to deliver the industry’s best customer service. He says as a rookie loan officer, he has made a few mistakes, but he is always quick to correct the issue and continues to make sure the customer is always happy.

He explains that communication is also extremely important. During each step of the loan process, he communicates with everyone involved—including the listing agent, closing attorney, selling agent and, of course, the borrower. He adds that this also creates accountability.

Finally, I got to the holy grail of questions regarding millennials in the mortgage business. I asked Iorg, “What is the best advice you can give for managers who want to hire millennials?”

He said when trying to find a new hire, the most important thing to remember is to ask about that candidate’s motive for being in the business. In the mortgage industry, there are great opportunities to make money, but if money is your only motive, it will not work. It is too selfish. He says it takes a competitive person with a likeable personality. If you start with someone with solid intentions, then training and assimilating the new loan officer into the industry is much more feasible.

This column only covers a fraction of our discussion. To hear my entire interview with Cale Iorg, go to [www.mrc.xinnix.com](http://www.mrc.xinnix.com) and join our free Member Resource Center.

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