



Virginia Chamber of Commerce Work-Based Learning Spotlight

Company Name: Atlantic Bay Mortgage Group

Please provide a brief overview about your company:

Since 1996, we've been serving our communities with great loan products, customer service, and expertise. We're a trusted lender and have stayed true to our core values throughout our more than 26 years. We'll continue to hold our relationships, culture, commitment to the community, and credibility as our highest mission. Here at Atlantic Bay, we focus on genuinely caring for both our customers and team. We pride ourselves on being adaptable and energetic, especially in fast-paced environments! Our goal is to continuously inspire growth, for each of our team members to reach their goals and aspirations, all the while having fun. We're in the business of lending peace of mind, whenever, wherever, however. Atlantic Bay Mortgage Group, was recently voted #1 in the nation as the best large mortgage company to work for by National Mortgage News and voted in the Virginia Top 100 Employers for supporting an intern program in 2023.

Please provide a brief summary about your company's internship/apprenticeship/returnship program(s):

Atlantic Bay's Internship Program provides undergraduates with a paid, hands-on experience and exposure to the mortgage industry. The internship program allows students to integrate knowledge and theory learned in the classroom with practical application and skill development in a professional setting. Students work under the direct mentoring of a senior leader within the organization, gaining experience in a collaborative and fun environment. The goal of the Internship Program is to build a pipeline of talent to join the team after the individual graduates or during their school year if a remote position is available.

What is something that is interesting or innovative about your internship/apprenticeship/returnship program that you would want colleges/high school students to know about?

Our program is versatile and allows Interns to work in multiple departments, experiencing many different job responsibilities and take part in many projects. Several of the projects that they work on are presented to our Executive Leadership team in which they are making decisions on that will impact business decisions. They leave with more knowledge of not just the Mortgage Industry but real-life working experience. They are not asked to make copies,

refill coffee, etc., they are tasked with responsibility and trust which allows them to grow in their roles.

What kinds of work assignments are interns/apprentices responsible for at your company?

We offer internships in various departments, so the work assignments vary.

- Risk and Compliance – conducted research and analysis focused on new and emerging industry laws and regulations and provided recommendations to Senior Leadership on next steps.
- Servicing Administration – contacted closing attorneys, located documents within tax authorities, and sending borrower communications.
- Secondary Market – learned to process extension and relock requests to ensure accuracy of pricing and terms of a loan.
- Cybersecurity – learned to continuously monitor the security status of all systems infrastructure and performance, including network, software application, database, and end user security assurance.
- Marketing – supporting outgoing marketing communication to various stakeholders by helping create content where needed, planning content, and providing video updates.
- Information Technology – shipping and packaging equipment, decrypting computers, and troubleshooting and repairing common hardware and network problems.
- Business Development - supporting marketing and social media requests, making customer follow up calls, researching market data, scheduling appointments, providing market growth support, and packaging marketing materials and supplies

If another company wanted to start an internship/apprenticeship/returnship program, what words of advice would you share with them?

Be sure to provide real-world experience to the intern and not just “busy work.” Ensure that the interns know and understand the value that they and their work bring to the team and the company. Be sure to incorporate them into department meetings and ensure they are totally included on the team.

Contact person (for those who want to reach out to you to talk about your program):

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