JOB DESCRIPTION

| **Title** | MORTGAGE ADMINISTRATOR | | |
| --- | --- | --- | --- |
| **Reports To** | [INSERT TITLE] | | |

**Job Purpose**

The Mortgage Administrator at [ORGANIZATION NAME] will provide administrative support to the sales team, manage files accurately and on time, and provide excellent customer service to maintain existing clients.

A successful mortgage administrator is someone who can take responsibility for customers' questions and provide appropriate solutions.

**Duties and Responsibilities**

Overall Responsibilities include but are not limited to the following:

* Administering requests for changes to accounts, product transfers, transfers of equity, the release of security, consent to let, etc.
* Administering mortgage payments
* Check redemption statements and interest or repayment calculations
* Assist with the administration of mortgage books
* Assist with annual mortgage statements, rate change mailings, and ad-hoc communications, detecting and rectifying mistakes before external printing and delivery.
* Effectively manage internal/external customer conversations, fulfilling service requirements and autonomously resolving queries
* General office administration duties (e.g., filing, faxing)
* Maintaining and updating systems and files.
* Working with consultants to ensure that all actions comply with compliance and regulatory standards.

**Qualifications**

* Bachelor's degree in business, banking, finance, or a related discipline.
* Administration experience in the mortgage or financial services industry.
* Experience with the required processes and procedures, as well as a keen eye for detail.
* Exceptionally well-organized and capable of prioritizing.
* Good verbal and written communication abilities.
* Detail-oriented with a great understanding of data analysis.
* Understanding of mortgage loan processing as well as applicable legal laws.
* Excellent computer abilities, including database creation and maintenance, Microsoft Office (Excel, Word, etc.), and Microsoft Office Access.
* Analytical capabilities.
* X years of SEO and growth marketing experience.
* Communication and customer service skills of the highest calibre.

**Working Conditions**

* X work hours per week
* Working evenings and/or weekends may be required
* Overtime may be required