

**Job Title:** Mortgage Loan Originator  
**Reports To:** Manager, Mortgage Loan Originations  
**Department:** Mortgage Operations

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## COMPANY DESCRIPTION

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HomeEquity Bank is the leading national provider of reverse mortgages to homeowners aged 55 and over, Canada's fastest growing demographic segment. HomeEquity Bank originates and administers Canada's largest portfolio of reverse mortgages under the CHIP Home Income Plan™ brand. New mortgages are originated on a direct to consumer basis as well as through referral arrangements with the six largest banks, leading mortgage brokers and financial planning firms. HomeEquity Bank has been the main underwriter of reverse mortgages in Canada since its predecessor; Canadian Home Income Plan Corporation pioneered the concept in 1986.

**HomeEquity** Bank has a highly effective direct-to-consumer distribution model (B2C), as well as an established referral network (B2B), including Canada's major banks, credit unions, financial planners and mortgage brokers.

HomeEquity Bank is exceptionally well positioned for further growth for a number of very important reasons: 1) positive demographic trends in the 55 years old and over segment, 2) wider awareness and growing demand of reverse mortgages in the market, 3) significant barriers to entry for competitors, and 4) HomeEquity Bank's firm position as market leader.

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## POSITION SUMMARY

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Reporting to the Manager, Mortgage Loan Originations, the Mortgage Loan Originator position is responsible for processing and fulfillment mortgage applications and liaise directly with the Sales Team and any associated third-party to satisfy all the conditions required for the advancement of files through to funding. This position also plays a leading role in the risk management of the business as it relates to securing valid enforceable security on every mortgage and ensuring full adherence to the Bank's policies and procedures and regulatory requirements.

It is critical that the Mortgage Loan Originator has a collaborative relationship with the Bank's other departments, particularly the Sales Team. As the day-to-day face of the Mortgage Originations Department, the Mortgage Loan Originator must lead by example and ensure healthy, effective relationships within the Bank are fostered. At the same time, it is equally critical that the Mortgage Loan Originator maintains independence to be able to make appropriate decisions in regards to quality control to ensure valid and enforceable security on every funded mortgage.

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## MAJOR ELEMENTS OF THE ROLE

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The role of the Mortgage Loan Originator is to manage, resolve issues, audit and process the origination of new mortgages from receipt of application through to funding of the mortgage. This individual although part of Mortgage Operations will partner with Sales Agents and act as a resource for questions and training concerns. The Mortgage Loan Originator will have a key role to play in ensuring that Sales Agents are aware of specific file requirements to ensure files move through to funding in a timely manner.



The Mortgage Loan Originator coordinates with various internal clients and partners (Sales Agents and Underwriters) and external partners (Title Insurers and Provincial lawyers):

- to ensure a client focussed experience – a mortgage structured to meet the client's needs, funded on the client's requested timeline, and
- to ensure a properly executed mortgage – a mortgage registered on title providing the Bank with the required appropriate security for the loan.

Key Responsibilities of this role include, comprehensive file details with a large focus on the collection and review of documentation required to satisfy all conditions and ensure all applicable laws, regulations, and internal policies have been respected.

This role is fast paced with a consistent workload. Expectations are to have a positive client experience every time coupled with accuracy of work and files that fund on time.

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## SKILLS AND EXPERIENCE REQUIRED

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- University Degree or Community College Diploma
- 1-2 years of related experience
- has a basic understanding of the current financial services' environment
- has good communication and conflict management skills
- thrives on variety and continuous improvement
- well organized and is equally comfortable working on their own as well as being a contributing member of a collaborative team.
- Ability to adapt to changing environment and handle multiple priorities
- Proactive approach and sense of urgency to get things done
- Creative problem-solving skills with the ability to get results
- Some proficiency in Microsoft Office with the ability to learn new programs and/or platforms quickly
- Excellent customer service skills with a drive to build strong relationships

Individuals must comply with the Bank's AML, Fraud and Privacy Policies and procedures and be vigilant in the detection and prevention of money laundering, terrorist financing, fraud and the safeguard of all client information.

HomeEquity Bank complies with the Employment Equity Act. Our Employment Equity program is intended to help ensure that all Canadians have the same access to the labour market and to ensure the full representation of members of the four designated groups which include: Women, Visible Minorities, Aboriginal People and Persons with Disabilities.

Please note that our successful candidate is required to complete a National Criminal Record Check, Education Verification, Credit Check and reference checks.

If you would like more information on the HomeEquity Bank please visit: [www.homeequitybank.ca](http://www.homeequitybank.ca). If you'd like to find out more about the CHIP Home Income Plan solution, please visit [www.chip.ca](http://www.chip.ca).

If you are interested in exploring this exciting opportunity with HomeEquity Bank please forward your resume and salary expectations in confidence via email: [hr@heb.ca](mailto:hr@heb.ca).