

Job Title: Mortgage Specialist
Reports To: Manager, Referred Sales
Department: Sales

COMPANY DESCRIPTION

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.

POSITION SUMMARY

Located in our Toronto office and reporting to the Manager, Referred Sales, the Mortgage Specialist is responsible for closing referred lead sales by telephone. Managing incoming leads generated by your assigned Business Development Manager(s) and proactive database management of previously generated referred leads will allow you to convert these opportunities into closed sales. Your performance will be measured against quarterly and annual quotas and rewarded with a competitive base salary, commissions and graduated bonus potential program in addition to extensive benefits program to create a highly competitive compensation package that will be attractive to top-performers.

Hours for this position will be aligned to the province they support.

This position will be located in Toronto.

MAJOR ELEMENTS OF THE ROLE

- Delivery of established sales targets for assigned territories working in tandem with the Business Development Manager(s)
- Closing sales by effectively managing the sales process from start to finish while ensuring appropriate involvement of third party participants such as family members, children, lawyer, etc.
- Effectively manage a pipeline of mortgage files and ensure consistent and timely follow-up for active and potential clients.

- Preparation and completion of timely reports as required by management
- Liaise with various internal departments to ensure the timely and accurate processing of client requests
- Provide timely communication to BDM and partners on the status and progress of various deliverables (ie: client files, document status, client quotes, etc.)
- Manage database, assist in client segmentation and booking of partner meetings and events
- Continuous learning - product knowledge, selling skills and relationship management techniques
- Other duties and responsibilities as required.

Keys to Success include:

- Results oriented with a strong understanding of the current financial services environment
- Exceptional communication skills, particularly telephone selling skills and etiquette
- Excellent organizational skills
- Ability to self-manage within a “pay for performance” compensation model
- Superior sales and interpersonal skills
- Superior organizational and time management skills in order to manage multiple client files simultaneously

SKILLS AND EXPERIENCE REQUIRED

- 5+ years of successful sales experience with particular emphasis selling in a variable compensation telephone sales environment
- Experience in financial services/Wealth management, and/or mortgage sales is a definite asset
- Post-Secondary education preferred
- Bilingual (French & English) is an asset
- Knowledge of Salesforce.com CRM is a definite asset

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.

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