

Equity Financial Trust

MORTGAGE SERVICING SPECIALIST

Job Location: Toronto
Reports to: Manager, Mortgage Servicing
Department: Mortgage Servicing
Employment Type: Permanent Full-Time

Company Overview:

Equity Financial is a publicly traded Canadian financial services company serving the alternative residential mortgage market through its OSFI-regulated wholly-owned subsidiary Equity Financial Trust Company. At Equity, we strongly believe our success is based on one singular factor – our people.

Overview of Position:

Under the direction of the Manager, the Mortgage Servicing Specialist is responsible for executing day-to-day operations across multiple areas in mortgage servicing such as property tax and insurance servicing, discharges, customer service, mortgage payments in an environment focused on service excellence.

Job Responsibilities:

Discharges

- Contact client in response to payout requests in an attempt to retain the mortgage, identify refinance/port opportunities
- Post payout cheques on the system accurately and on time, ensuring process on shortfall funds is followed, if applicable;
- Follow up on accounts where payout is requested, but payout funds are still not received, and void statements where applicable adhering to set guidelines.
- Maintain accurate report/spreadsheet on paid-out accounts and forward to FCT for registration of discharge on a regular and timely basis.
- Ensure discharged accounts have been properly noted, and status updated in the system.

Customer Service

- Process customer requests per month on the following accurately and in a timely manner, as per set guidelines:
 - Payment changes
 - Mortgage Information Statements
 - Change of Bank Information
 - Pre-payments
- Handle client calls and voice messages, and action as required.

Insurance

- Ensure adequate property insurance is maintained at all times
- Action notices for lapsed &/or cancelled insurance policies per day following set guidelines and procedures, ensuring adequate property insurance coverage is maintained at all times

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Other tasks required from time to time

- Prepare and distribute reports on a timely basis
- Provide the highest level of support to other areas of servicing
- Maintain operational excellence, using all available resources, escalating when necessary, in order to maximize efficiencies and provide quick turnaround times
- Identify continuous improvement opportunities
- Support cross-departmental mandates and goals, together with originations and finance
- Strict adherence to all Company, business area and AML/ATF policies and procedures

Qualifications & Attributes:

- Minimum 1 year of mortgage experience in a funding, administrative or servicing role
- A passion for exceeding servicing expectations and an ability to deliver on those expectations
- Professional communication skills both written and verbal
- Able to quickly set priorities, remain disciplined and organize workload through effective time management
- Detail oriented with acute attention to accuracy
- Comfortable reconciling invoices against accounts
- Able to work in a paperless environment
- Comfortable using multiple system platforms simultaneously
- Self motivated with the ability to work both independently and with the team
- Ability to adapt to a fast paced, changing working environment
- Effective in maintaining prosperous relationships
- Capability of thriving in a growing and entrepreneurial environment
- Desire to continuously grow and take on new challenges
- Actively participate in team building activities
- Strong working knowledge of MS Office (particularly excel), Underwriting and Servicing Platforms is an asset