



EMPLOYMENT OPPORTUNITY

Bank of the Bahamas Limited, the institution of first choice in the provision of financial services, seeks to identify suitable candidates for the position of:

Assistant Manager, Mortgages

Key responsibilities:

- Manages overall mortgage pipeline using internal bank platform and reporting tools to ensure origination, processing and closing of loans in line with communication and commitments to customers
- Promotes effective sales environment through training and assisting salesforce in creating promotion artefacts
- Attend Builder, realtor, financial planner's association events and maintain thorough understanding of current issues in Bank Mortgage products
- Addresses delinquent loans for potential restructuring.
- Assists in the review and updates of the Bank's Mortgage Policies and Procedures.
- Responsible for analysing customer loyalty/disloyalty levels, ensure proactive customer communication, regular customer connect/inspection and provide them support on relevant concerns
- Responsible for conducting checks and maintain quality of mortgages issued from respective unit/branch
- Ensures achievement of personal and team sales goals by:-
- Delivering the desired customer experience in every customer interaction;
- Planning and completing relationship building activities;
- Ensuring sales officers present a professional image and service standards are maintained at all times;
- Ensuring sales officers complete individual Service Check-up's quarterly for review during coaching;
- Ensuring workstations, counter and other customer facing areas are organized to present a professional image

Minimum Requirements:

- Minimum of five (5+) Years of Mortgage industry experience;
- Knowledge of mortgage processing workflows and real-estate market intelligence;
- Knowledge of compliance, regulations and guidelines affecting mortgage unit in a Bank;
- Strong leadership, coaching and managerial skills;
- Excellent written and verbal communication skills;
- Excellent problem-solving and query handling skills;
- Ability to multi-task & handle high volume mortgage operations;
- Professional work ethics and attitude;
- Very high level of curiosity to understand customer problem and overall Positive attitude towards life;
- Minimum of five (5+) years of Sales Management Experience (**preferred**);
- Working knowledge of Bahamas Central Bank compliance, regulations related to mortgages (**preferred**);
- Minimum of two (2+) years of experience in managing teams and recruiting talent team members (**preferred**).

Benefits include: Competitive salary commensurate with experience and qualifications; Group Medical (includes dental and vision) and life insurance; pension scheme.

Interested persons should apply no later than **August 26th, 2021** to:

Email: hr.apply@bankbahamas.com