CUSTOMER experience IS YOUR FIRST, MIDDLE, AND LAST name.

UNDERWRITING ASSOCIATE, BRIDGEWATER BANK – CALGARY AB

When you recall the very best customer experience you ever had, you can't help but think to yourself, “How would I have done it even better?” That's because you’re the kind of person who believes that even if you go above and beyond, there's always room to go a little higher and a little further. You have a passion for service excellence and helping others, and get a personal thrill out of brightening someone's day on the other end of the telephone with your friendly voice.

WHAT MOVES YOU
- You're an excellent communicator, an even better listener, and have an almost telepathic ability to identify the needs of others.
- You like to exceed expectations when it comes to providing a superior customer-service experience. Not only do you excel at meeting peoples’ needs, you’re able to anticipate them.
- You're a stickler for details and accuracy — you’re so organized that you have an uncanny ability to get you're your hands on the right information quickly.
- You're a master multi-tasker, able to manage your time, multiple files, and priorities with ease. You have no problem getting things done. And on time, too!
- You believe integrity is everything and let your superior ethics guide your decision making.
- You don't need anyone to light a fire under you. You know what needs to be done and you do it.
- You're a flexible and responsive team player who works well on your own but is just as happy collaborating in a team environment.

WHAT YOU'LL DO
- Report to the Senior Manager, Lending Services
- Provide support to the Mortgage Underwriters to ensure all follow-up on files are completed and all conditions met prior to closing.
- Follow up on commitments, and request specific documents.
- Verify accuracy of specifications on mortgage documents.
- Ensure all conditions of mortgage approval are met.
- Route risk-involved matters to Underwriter for evaluation.
- Analyze land titles, purchase contracts, and appraisal reports for inconsistencies.
- Confirm all closing details including dates, client information, and payment frequency.
- Collaborate with both internal and external customers of Bridgewater Bank and AMA to achieve departmental and organizational goals.
- Responsible for completing Quality Assurance audits on assigned files.

WHAT YOU'VE DONE
- You have a high school diploma.
- You have one to two years' lending institution experience.
- You know your way around computers and have a demonstrated ability to adapt to new systems.

WHAT YOU'LL GET
- Competitive salary.
- Flexible benefits.
- Outstanding employer-paid Pension Plan.
- Great AMA discounts.
- Unlimited learning opportunities.
- Paid vacation and floater day.

We thank all applicants for their interest; however, only those selected for an interview will be contacted.