

## **Job Description : Customer Service Rep**

*In order to provide our customers with the best products and services in the industry, we need the best people in the industry. ClearPoint Funding is always interested in adding talent to our team and we are willing to pay for it. Our commission structures are confirmed as generous compared to market standard and our benefits are best in class (including medical and dental coverage on day 1 of employment). If you are interested in learning more about how you can join this growing team please send your resume to [hresources@clearpointfunding.com](mailto:hresources@clearpointfunding.com).*

### ***Summary:***

Responsible for the administration of ClearPoint Funding loan products to satisfy mortgage approval criteria, following documented procedures, the regulatory framework and agreed time-scales. To build relationships with Mortgage Brokers and Bankers, Loan Officers, Vendors and other Third Parties throughout the loan process to final disposition and investor sale, providing a seamless and high quality customer experience at all times.

### ***Description of Requirements:***

- A high school diploma or equivalent and/or
- Minimum two years experience processing wholesale residential mortgage loans, preferably overnment and conventional.
- Good verbal and written communication skills
- Strong organizational skills and proven ability to work under pressure to tight deadlines in a changing environment
- Excellent customer service and relationship building skills
- Results driven with great administration skills and attention to detail
- Good computer skills including word and excel
- Flexible team player with a 'can-do' attitude