

CUSTOMER EXPERIENCE MANAGER

VANCOUVER, BC



Are you looking for a positive and rewarding work environment?

We are a fast-growing mortgage company located in Vancouver, BC, hiring for an experienced Customer Experience Manager to help with the day to day operations and sales of our team's mortgage business.

The Opportunity

The Customer Experience Manager must be extremely organized, proactive, and a quick learner willing to take on a variety of tasks. This individual will be a detail-oriented person who can work independently and in collaboration with the operations team. This is a full-time position based out of Vancouver offering 40+ hours a week (9:30-5:30 pm Monday to Friday with some evening and weekend availability).

Responsibilities:

- Accurately update and maintain personal information on our CRM Database
- Ensure documentation is compliant
- Package deals for mortgage brokers
- Follow up with existing database to identify opportunities
- Provide administrative support to team
- Maintain open communication with the team to ensure timely customer service
- Contribute to team effort by accomplishing related results as needed
- Other duties as assigned

The ideal candidate will have the following skill set:

- High attention to detail and a high degree of accuracy
- Strong ability to multitask
- Creating a system and organizing existing database
- Speaks English fluently (Cantonese / Mandarin would be beneficial)
- Experience with the following systems: CRM system, Word, DocuSign, and Excel

What's in it for you?

- A base salary plus compensation from commission sales – the sky's the limit! Competitive benefits package including Employer paid Health and Dental benefits
- A positive and rewarding work environment!
- Build a foundational step in to the mortgage industry
- Be an integral part of the growth of our company

What's next?

If this sounds like an exciting opportunity for you, please fill out a personality test (link below) and send it with your resume to: norris.yu@elitelending.ca

(Link for Personality Test - <https://www.tonyrobbins.com/disc-landing-form/>)