

THE MANSFIELD BUILDING SOCIETY JOB DESCRIPTION

Job Title	Mortgage Customer Services Assistant
Department	Mortgage Customer Services
Purpose of Job	To provide an effective customer service for the Completions team dealing with Post Offer and completions queries whilst assisting with Retention of Business activities.
Responsible to	Mortgage Customer Service Supervisor
MAIN DUTIES	
	To liaise with third parties (Valuers, Packagers, Solicitors and Mortgage Intermediaries) via the telephone and email in order to achieve successful legal completion.
	To assist with the keying and completion of Product Selection Letter whilst producing and completing Retention of Business Offers.
	To assist with the administration of Post offer cases as required, including letters, emails and telephone calls with the borrowers/solicitors to take the case to formal completion. This will include regular chases of the Post Offer pipeline.
	To process and arrange for funds to be transferred to the acting solicitors to ensure that legal completion can occur.
	To proactively and clearly liaise with staff and other departments as and when required.
	To prepare internal reports for both internal and external parties, MIG providers and general insurance companies.
	To carry out testing of computer software relevant to the department.
	To proactively and effectively chase and monitor the Post Offer pipeline to generate Certificate of Titles.
	To access, update and administer the relevant mortgage computer records as and when required ensuring that customer information is relevant, appropriate and recent.
General	To carry out all duties as detailed and in accordance with documented policies and procedures
	To display good attention to detail at all times when dealing with low/high value transactions.
	To prepare and collate management information in accordance with laid down procedures and standards
	To ensure all targets/objectives as laid down are achieved.
	To promote the interests of and ensure adherence to the policies of the Society.
	To carry out all duties taking into account the principles of Treating Customers Fairly.
	To undertake other duties as may be required in the post and department detailed above or any other post in any department or branch of the Society.