



## CAREER OPPORTUNITY

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**POSITION:** Bilingual Senior Administration Officer (Permanent)  
**DEPARTMENT:** Mortgage Administration (Funding)

### Position Summary:

The Bilingual Senior Administration Officer, Mortgage Administration team is responsible for administrative duties that assist in ensuring the efficiency of the department's operations. A key component of the role requires the incumbent to perform a variety of Mortgage Administration tasks and functions that is monitored and measured using various statistical tools both at the department and individual level. This role also involves responding to inquiries from internal and external clients and providing a consistent level of customer service in accordance with B2B Bank's standards, policies, and procedures.

### Responsibilities:

Process all transactions related to newly created and existing Mortgage files. Transactions may range from processing taxes, non-financial and financial information, discharges, renewals, funding of new mortgages, final reports, fire insurance etc.

Ensure that all transactions are processed completed in good order as per set service standards.

Maintain optimum productivity levels.

Process, balance, reconcile, check, and correct data in reports to ensure accuracy, completeness, and compliance with operational procedures.

Respond to, or escalate inquiries from various internal and external clients, ensuring that the highest level of customer service is delivered.

Submit recommendations/ suggests work process improvements to the Assistant Manager, Administration.

Keep abreast of all policies, procedural documentation and updates.

Participates in special projects and carries out any other similar or general task at the request of their direct manager or that may be required by their function.

Look for opportunities to stay engaged

### Qualifications:

Post-secondary degree or diploma and 2 to 3 years of related work experience in the administration of bank or trust company products (preferable),

Excellent customer service skills- strong verbal and written communication skills are required in order to deal internal and external clients.

Some understanding of audit and compliance requirements, including keeping current with all the Bank's policies, programs, procedures, and market trends.

Detail-oriented with a key focus on accuracy.

Excellent organizational and time management skills.

Proven analytical skills with ability to gather, analyze, and interpret data.

Ability to multi-task, to prioritize workflow, and meet deadlines

Proficiency with Microsoft Office applications, including Word, Excel, PowerPoint and Outlook.

Familiarity using large and complex financial database systems.

Ability to learn inquiry functions in back office processing systems.

Ability to work multiple shifts 7:30 am– 8:00am and commitment to OT

Familiarity with 5S, Kaizen Principles, Six Sigma or other Continuous Improvement methodologies is an asset.

Bilingual (French) verbal and written communication skills are mandatory.

#### **NOTE**

**Candidates must be flexible to work rotating shifts between the hours of 7:30 am – 8:00 pm.**

***We welcome and encourage applications from individuals from all groups, including aboriginal, women, visible minorities, and persons with disabilities, regardless of race, ethnicity, sexual orientation, creed, family status, national origin, age and gender.***

***B2B Bank and/or the Laurentian Bank of Canada and their subsidiaries may collect, use or disclose personal information of job candidates for the purpose of establishing an employment relationship.***

**Qualified candidates will be contacted.  
No unsolicited Agency referrals please.**

**Please apply directly online**

**<https://b2bbank.com/>**