

 PROGRESSIVE BUILDING SOCIETY	Personnel Specification
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JOB TITLE:	Trainee Mortgage Advisor
REPORTS TO:	Mortgage Advice Manager
JOB PURPOSE:	▶ To provide quality mortgage advice and carry out a range of mortgage administration duties. ▶ To provide strong customer service to new and existing customers, ensuring good customer outcomes.
ESSENTIAL CRITERIA	<u>QUALIFICATIONS & EXPERIENCE</u> ▶ Full CeMap qualification. <u>EXPERIENCE</u> ▶ Experience of using Mortgage Processing tools such as Activate, Quick Quote, MSS and DSX; ▶ Experience of building relationships and working with other teams involved in the lending process; ▶ Current/recent experience in a customer service role (minimum 2 continuous years).
SKILLS	▶ A self-motivator with the ability to work independently and as part of a team; ▶ Passionate about delivering excellent customer service and achieving team sales targets; ▶ Has a positive approach to work; ▶ Embraces change and opportunities for personal development; ▶ Excellent communication and numeracy skills; ▶ Highly organised with the ability to work quickly and accurately; ▶ IT literate and proficient in the use of Microsoft Office.