

Residential Retentions

Hays | Banking • Sydney CBD NSW



Base pay

\$80,000 - \$80,000



Work type

Full time



Contract type

Permanent

Skills

HOME LOAN

RESIDENTIAL LENDING

Full job description

Your new company

Work for a leading Non-Bank Lender, who are rated for providing great customer service and fast and flexible solutions. Based in the Sydney CBD, they are a growing organisation who are looking to expand their current team. Due to the market growth and internal opportunities they are looking for someone to join their busy Retentions team.

Your new role

Working as a Retentions officer, you will be;

- Providing excellent customer service over the phone and via email in relation to existing home loan accounts
- Creating a relation with the customer to understand their needs
- Assessing their home loan details and providing solutions to keep them onboard
- Completing analysis on home loans and refinancing/changing payment terms within authority
- Liaising with internal and external stakeholders
- General account administration

What you'll need to succeed

To be successful within the Residential Retentions role, you will have;

- Experience working in Retentions (highly desirable) or experience working in Residential Collections/Hardships
- A strong background in end to end loan process and account reviews
- An excellent understanding of Residential Lending

Job details



Date posted

10 Jul 2021



Expired On

10 Jul 2022



Category

Banking, Superannuation & Finance



Occupation

Retail Banking



Base pay

\$80,000 - \$80,000



Contract type

Permanent



Work type

Full time



Job mode

Standard business hours



Work Authorisation

AUSTRALIAN CITIZEN / PERMANENT RESIDENT

- Fantastic communication and customer service skills
- The ability to build rapport and understand customer needs

What you'll get in return

If you are successful, you will receive a;

- Full time, permanent position working Monday to Friday, between 8am and 5pm
- Position located in the Sydney CBD and once trained the chance to work flexibly from home
- Competitive Salary + Super + Bonus + internal benefits
- Role that offers the chance of career progression

What you need to do now

If you're interested in this role, click 'apply now' to forward an up-to-date copy of your CV, or contact Zoe Casbolt now on 02 8226 9613 or zoe.casbolt@hays.com.au

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