

APPLY ONLINE AT <https://benkinneycompanies.com/careers/>

Applications must come through <https://benkinneycompanies.com/careers/> in order to be considered!

We are currently seeking a full-time Sales Lead Coordinator at our Bellingham office! In this position, you will work alongside our Senior Loan Officers contacting leads, setting initial appointments, and expanding your understanding of the mortgage business—all while working towards obtaining your Mortgage Loan Originator License. During your first year we will help you develop good selling habits and a strong foundational knowledge, which we believe will help you be extremely successful throughout your entire career. The Sales Lead Coordinator should be a highly motivated, socially minded team member who will perform a number of important activities for the mortgage organization and assist officers in building complete loan files for submission. This role specifically requires a proactive, solutions-oriented approach to managing leads and a commitment to customer service.

Essential Duties

- Call back new leads within 2-5 minutes and maintain active conversation with new and existing leads.
- Assist officers and originators in appointment setting with prospective and new applicants and serve as a reliable point of contact for the office.
- Follow up with loan officers to ensure leads have been contacted.
- Provide miscellaneous administrative support to the office, including writing thank you notes, answering emails, updating the company CRM, and maintaining strong communications with our real-estate agent partners.

Qualifications

- Enjoys working with the public and is gifted at delighting customers.
- High school diploma or equivalent preferred, along with a minimum of one-year total experience in mortgage lending or related field.
- Does not require an active MLO licensing, but applicants should be actively working towards their certification.
- Must be highly organized, have an eye for detail, and be able to manage multiple priorities.
- Works with a strong sense of urgency and responsiveness.
- Passionate about delivering excellence in customer service.
- Demonstrated patience and professionalism when interacting with customers.
- Proficiency with data entry, PDF software programs, and Microsoft Office.