



Job Posting: Client Care Specialist

Axiom Innovations is a fast-growing business automation, process engineering and software solutions company. Our work and products are award winning. In 2023, our flagship product Scarlett received the Mortgage Awards of Excellence for Product & Innovation. Our work is focused in banking, mortgage origination and management, lending services, real estate and portfolio management. Axiom Innovations is seeking a Client Care Specialist. This role is responsible for working collaboratively with the sales and training teams through efficient onboarding, ongoing client engagement, training, and problem solving.

Position reports to Sarah Potter, Director Sales Operations

Responsibilities

- Collaboration with the sales and training teams to win customers and delivering a wow experience.
- Key point of contact for new customer acquisition by way of document collection, training, and onboarding.
- Run regular post-care campaigns for existing accounts.
- Nurture new accounts to ensure full product adoption by way of ongoing touchpoints, product demonstrations and solving problems.
- Provide regular training for dedicated accounts.
- Handle customer issues/concerns and provide appropriate solutions and alternatives.

Requirements

- Self motivated and results oriented.
- Experience working in a fast-paced collaborative team environment.
- Solutions focused and ability be a problem solver.
- Customer first mindset and looking to make a positive impact with every interaction.
- Exceptional persuasive presentation skills.
- Savvy with technology software and ability to learn new systems.
- Understanding of mortgage brokerage structure and industry.
- 2+ years experience working in a mortgage brokerage or mortgage lender.
- Time management & planning skills.
- High attention to detail.
- We'd like you at the office in Toronto because some of the best work is done together.

The Axiom Difference:

- We are a tight knit group. Everyone rolls up their sleeves to get the job done.
- We are who we are because of our customers and the solutions we build for them.
- We aren't afraid to ask questions because we want to understand issues and deliver optimal solutions.
- We are looking for that unicorn in a field of horses to join our team.

If you are that unicorn candidate, please submit your resume to sarah.potter@axiominnovations.com