



POSITION DESCRIPTION

TITLE: Production Assistant

BUSINESS UNIT: Residential Title

CLASSIFICATION: Fulltime, Non-Exempt

Servion, Inc. is a credit union service organization (CUSO); not a credit union. We have over 50 owners and hundreds of retail partners. We've proudly held an outstanding reputation for service in our ever-evolving industry for over 30 years. We accomplish this with a focus on relationships. Our culture thrives on teamwork and cooperation.

SUMMARY:

Extensive administrative and clerical work primarily involved in preparing title commitments for mortgage loan closings.

REQUIRED QUALIFICATIONS:

Education: High school diploma

Experience: 1+ year data entry and customer service. Credit Union industry preferred.

ESSENTIAL RESPONSIBILITIES & DUTIES:

- Receive faxed and electronically mailed orders and input the information into title software (RamQuest) and establish title files.
- Fax/email the abstract, plat, special assessment and flood orders to the respective vendors.
- Fax/email all order confirmations to the lender.
- Typing, proofing and sending Title Commitments and Owner/Encumbrance Reports.
- Retrieving of abstract work and other title documentation to be uploaded into Title Software.
- Scan any faxed or mailed documentation to be uploaded into Title Software.
- Assist with cancellations from clients and credit their statements for each cancellation.
- Assist with recording duties as needed or required.
- Work with examining staff and incorporate responsibilities as requested.
- Must be able to answer questions and resolve problems over the phone with the credit union contacts.

OTHER DUTIES, KNOWLEDGE, SKILLS, ABILITIES:

Required:

- Excellent communications skills and proven effectiveness in working with various internal and external contacts.
- Ability to input data accurately and efficiently into computer software systems.
- Ability to work under the stress of meeting deadlines while ensuring compliance with all policies, procedures, legal and ethical guidelines.
- Ability to attend accurately to many details in a timely manner.
- Ability to manage personal work flow and meet deadlines.
- Ability to prioritize competing tasks and do so with little supervision.

General:

- Must work the days and hours necessary to perform all assigned responsibilities and tasks. Must be available to communicate with employees, customers, managers and any other person or organization with whom interaction is required to accomplish work and company goals.
- Must maintain courteous, professional and effective working relationships with employees at all levels of the organization, customers, vendors and/or any other representatives of external organizations.
- Communicate information and state problems or challenges to be resolved in a clear, concise, courteous, nondiscriminatory and professional manner, and be able to provide clarification if necessary.
- Must be capable of adapting, with minimal or no advance notice, to changes in how business is conducted and work is accomplished, with no diminishment in work performance.
- Actively participate in quarterly performance meetings; meet or exceed all performance metrics.
- Follows company policies and procedures.
- Perform other duties as required.

This position description should not be construed to imply that any of the duties, responsibilities, or requirements outlined herein is exclusive. Employees are expected to execute any other additional assignments that may be specified. Furthermore, this position description does not represent a complete list of all the performance expectations and characteristics of individuals required to perform a job accurately. The company's management reserves the right to change this description from time to time as may be required.

If interested in this position, please submit resume and cover letter to: jobs@myservion.com