



POSITION DESCRIPTION

TITLE: Title Closing Scheduler and Assistant Closer

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 work primarily involved in scheduling closings and clearing title work for the closing of loans.

REQUIRED QUALIFICATIONS:

Education: High school diploma

Experience: 1+ years in customer service with administrative support/data entry emphasis. Familiarity with mortgage and/or title preferred.

ESSENTIAL RESPONSIBILITIES & DUTIES:

- Primary duty is to schedule all closings. This includes: purchases, refinances, seller sides, both sides, juniors and O&Es.
- Attention to detail and an understanding of mapping closings for multiple closers when they need to travel to a closing.
- Extensive phone work calling members, lenders, real estate agents, and other title companies to get the loan closing scheduled with all parties.
- Contacts lenders to request payoff statements or subordination agreements as required.
- Address all title defect items on the title commitment and document all results of clearing such title defects.
- Assist all closers to clear title or to obtain proper documents needed for the closing.
- Draft any Quit Claim Deeds, affidavits, etc that will be needed for the closing.

KNOWLEDGE, SKILLS, ABILITIES:

Required:

- Input data accurately and efficiently into computer software systems.
- Work under the stress of meeting deadlines while ensuring compliance with all policies, procedures and legal and ethical guidelines.
- Exchange information and to report facts and technical information clearly and concisely.
- Attend accurately to many details in a timely manner.
- Prioritize competing tasks and work independently.
- Ability and willingness to work overtime hours as requested.

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