

Job Title: Processing Supervisor**Revised: October, 2017****Reports to: Manager**

COMPANY CONFORMANCE STATEMENTS:

In the performance of their respective tasks and duties all employees are expected to conform to the following:

- Perform quality work within deadlines with or without direct supervision.
- Interact professionally with other employees, customers and vendors.
- Work effectively as a team contributor on all assignments.
- Work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations.

OBJECTIVE:

Under general supervision, supervises a group of employees providing real estate closing services within an assigned area and/or multiple locations, maximizing profitability and market penetration. Assists staff in generating new business by providing superior, professional customer service. Assists staff in providing excellent ongoing service to existing clients. Utilizes knowledge of specific office procedures, company terminology, organizational structure and area of responsibilities and assignments. Determines and utilizes the level of knowledge and job duties of company personnel, in order to maintain good service level and/or comply with special requests of internal or external customers.

ESSENTIAL FUNCTIONS:

- 1) Supervises a group of employees, within an assigned territory, in providing customers with real estate closing services. May occasionally close complex and/or large premium escrows at customer and/or management request or when business conditions warrant personal involvement.
- 2) Assists staff in performing a variety of real estate closing activities to obtain new customers and to maintain and assist existing customers.
- 3) Consults with appropriate personnel involved and/or appropriate counsel on unusual or complex requests to determine whether the customer's instructions can be met within the policies and practices of the company. Explains company policies, practices and underwriting decisions to customers and works with the customer to successfully resolve any problem(s) regarding their instruction.
- 4) Maintains favorable contact with customers to sustain good will and to promote additional business for the company. Assists internal and external customers by resolving complaints, expediting orders, explaining procedures, pricing schedules, etc.
- 5) Regularly meets with department managers to ensure open communication of customers' needs and services, as well as problem-solving and planning business strategies to accomplish company objectives and goals. Recommends ideas, suggestions and business strategies to management, as needed.
- 6) Complies with requested reports, goals and action plans by supervisor in the established timeframe.
- 7) Continually develops the knowledge and technical skills of subordinates by conducting and/or arranging special training classes. Regularly promotes technology as provided by the company to ensure maximum efficiency.
- 8) Regularly reviews quality and quantity of work and spot checks and/or audits complete escrow or title files to ensure adherence to customer requests as well as to company policies and procedure.
- 9) Plans and conducts individual and group meetings of subordinates for the purpose of educating, training and motivating staff.
- 10) Frequently monitors the goals and progress of subordinates, reviewing relevant job descriptions in tandem. Encourages professional growth, solicits suggestions and assists with problem-solving, if necessary. Conducts annual employee evaluations.
- 11) Implements employee performance improvement plans (verbal and written) when necessary. Follows up within established timeframe, to ensure compliance and/or improvement in performance.

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- 12) Reviews for accuracy employee time records within the required timeframe established by the company. Monitors the need for overtime and communicates that need to management and the appropriate personnel in a timeframe that would allow them to make necessary arrangements for family needs. Allows employees 24-hour notice of required overtime if possible, otherwise, as soon as possible.
 - 13) Performs other related duties as assigned.

KNOWLEDGE, SKILLS & ABILITIES:

Requires an excellent working knowledge of computers. Also requires a professional understanding of residential real estate transactions, title and escrow closing procedures. Strong communication skills required to coordinate related activities, motivate and convince customers, real estate closing staff and other co-workers to successfully achieve end results. Must be able to establish a course of action to resolve employee and customer concerns. Changing situations frequently encountered allow latitude in choosing the most appropriate solutions.

EDUCATION, EXPERIENCE & LICENSING:

Associate's degree with four years of experience in title and escrow work or an equivalent combination of education and experience. Active notary certificate and an active limited license for title insurance by the State where required.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee.

Agreed to by: _____
Branch/Department Supervisor Signature Date

Printed Name: _____

Supervisor: _____
Manager/Chief Operations Officer Signature Date

Printed Name: _____