

**JOB TITLE:** Transaction/Client Coordinator

Oversees the day-to-day processing and coordination of residential real estate closings from opening a new file through scheduling the closing. This position requires attention to detail, the maintenance of privacy and confidentiality standards, multi-tasking, and professionalism. The successful candidate will engage in all facets of production within the department. Therefore, being a team player and a strong communicator is a must.

**Duties and Responsibilities**

- Reviews Purchase Agreements and lender requests, opens new file.
- Follows up on title order, and other missing documentation.
- Handles phone calls, faxes, emails.
- Coordinates with escrow agent to schedule settlement date, time and place.
- Resolves customer and agent issues.
- Maintains a positive working relationship with all customers.
- Adheres to company policies and guidelines.

**Experience**

- Customer Service experience is a must.
- Working knowledge of computer software and basic internet
- 1-3 months related experience and/or training would be preferred, but not required. We will coach.

**Education**

- High school diploma or equivalent is required

**Skills**

- Pleasant, courteous, and professional when dealing with customers or clients, and look for solutions that make doing business with us easier.
- Adapts to new, different, or changing requirements; and attentive to details.
- Maintains privacy and confidentiality of company information, as well as that of customers and co-workers.
- Uses logical thought processes to analyze and draw conclusions.
- Works effectively with others and treats them with honesty, fairness, and respect.
- Demonstrates a willingness to work and seeks out new work challenges.
- Plans and prioritizes work to manage time effectively and accomplish assigned tasks.
- Telephone skills, including a pleasant phone voice and etiquette.
- Ability to clearly communicate thoughts, ideas, and information in written and oral form.

**Essential Job Functions** (including physical requirements)

This position requires repetitive use of a keyboard, extensive phone use, bending, sitting, squatting, light lifting, and simple grasping.