



BENCHMARK BANK

JOB DESCRIPTION

POSITION: Residential Escrow Assistant/Front Desk
DEPARTMENT(S): Benchmark Title
STATUS: Full Time
EXEMPT STATUS: Non-Exempt
HOURS: 8:00am-5:00pm
REPORTS TO: TBD

MAJOR DUTIES AND RESPONSIBILITIES:

Residential Escrow Assistant/Front Desk will perform a variety of escrow curative duties related to real estate refinance closing process and day to day administrative work. Work is performed on a high volume team working with Texas specific transactions. Responsibilities include, but are not limited to, data entry for title related items, preparation of title documents and associated documentation; updating vendors or clients with case status and title related issues, updating case management system with corresponding information, answering phones, ordering office supplies and greeting customers.

Essential Functions:

- Review title commitment and various other documents to assist in resolution of escrow issues and ensure title is clear in order to move the transaction to close in a timely manner
- Manage the office including day to day to work flow and directing customers
- Proactively work reports in accordance with client imposed or internal timeline/deadline requirements
- Maintain communication with clients and internal co-workers regarding status and progress of title issues and resolution of title issues in order to close
- Interacting with officers of the court, borrowers, vendors and third parties to the real estate closing action
- Interact with lenders, and other 3rd parties when issues arise during the process to help resolve title deficiencies
- Review, research, identify and assist in resolving title issues for residential properties

Job Qualifications:

- High school diploma required, college degree preferred or equivalent work experience
- Proficiency in Microsoft Office Suite including Word, Excel and Outlook
- Creative problem solving skills. Strong communication skills, verbal and written
- Ability to interact successfully with both internal and external customers at all levels
- Ability to multi task, prioritize and be flexible with changing business needs in a team environment.
- Ability to work in an accurate, detail-oriented and highly productive manner
- Customer service orientation. Ability to communicate professionally, both verbally and in writing

All qualified applicants will receive consideration for employment without regard to race, ethnicity, gender, sexual orientation, religion, color, age, disability, veteran status, national origin, ancestry, gender identity, marital status, citizenship status, medical condition (including pregnancy), or any other characteristics as specified by the applicable laws.