

JOB DESCRIPTION

Job Title: Receptionist/Title Clerk

Reports to: Operations Manager

Job Summary: The Title Clerk/Receptionist needs to be an outgoing individual to welcome and greet guests in person and on the phone. Job duties include managing phones, meeting room schedules, front office duties, well as incoming customer information and other documents throughout closing and title process. This is a full-time position, Monday-Friday from 8:30 a.m.- 5:30 p.m. No nights or weekends.

Responsibilities:

- Greet incoming office guests with warm and professional demeanor.
- Ability to operate multi-line telephone system to answer incoming calls; determine purpose of calls and direct to appropriate team members; take messages or transfer to voicemail if team members are unavailable.
- Answer customer questions regarding organizational protocols and provide callers with office address, directions, and other information; welcome on-site visitors, determine nature of visit and notify appropriate personnel.
- Receive escrow deposits and forward to appropriate personnel in a timely manner.
- Responsible for all client pick-ups, including checks and lock boxes.
- Coordinate internal staff meetings and order lunches, as requested.
- Receive, sort, and route mail; maintain and route publications; maintain fax machines, assist users, send faxes; retrieve and route incoming faxes; create and print fax cover sheets, memos, correspondence, reports, and other documents, when necessary.
- Guide customers to the closing rooms and gather required documentation for the Closing Team.
- Prepare closing rooms for each customer by restocking pens, cookies, snacks, etc.
- Assist customers with coffee or beverages prior to entering the closing rooms.
- Order, receive, and maintain office supplies.
- Perform clerical duties as needed such as filing, photocopying, and collating.
- Stock refrigerator and candy dishes continuously.
- Take out trash and tidy up.
- Maintain spreadsheet of daily orders.

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- Send welcome email for new entries when orders are received.
- Initiate welcome calls agents and customers and inform them on what to expect throughout the process.
- Schedule initial closing on calendar based on closing date requested by agent.
- Distribute buyer/seller sheets and payoff authorization forms.
- Order the title and lien search.
- Retrieve the title commitment and prepare file for processing.
- Send out team email to each agent in order to identify their processing and closing agents.
- Follow up AND gather buyer/seller sheets prior to turning files over to processing team.
- Perform other assigned tasks, as needed.

Required Skills/Abilities:

- Must be enthusiastic, friendly and detail-orientated.
- Demonstrate strong customer service skills and professionalism.
- Strong verbal and written communication skills.
- Able to participate and cooperate on a team; willing to assist in the pre-processing tasks and communications to clients.
- Ability to multi-task in a high-performing office.

Qualifications:

- High School diploma or equivalent is required.
- Title Insurance license is desired, but not required.
- Must demonstrate strong computer/software skills & MS Office proficiency is required.
- Basic knowledge of title insurance or real estate is preferred.
- Knowledge of Qualia closing software is a desired, but not required.