



First Corporate
solutions

Job Title: Fulfillment Specialist

Location: Sacramento, California

First Corporate Solutions (FCS) is a global risk management and due diligence firm providing UCC and corporate solutions that help legal and financial professionals mitigate risk and perfect secured transactions. As a longtime leader in web-based due diligence solutions, FCS offers a comprehensive online lien searching, UCC filing, monitoring, and portfolio management system that provides users with centralized management of all of their due diligence related activities.

Job Summary:

The Fulfillment Specialist is responsible for fulfilling UCC filings, managing post-filing tasks and maintaining FCS' superior service standards while meeting deadlines. This position requires researching and navigating county websites to gather necessary information. The Fulfillment Specialist plays a vital role in supporting, communicating and encouraging FCS' Vision, Mission and Guiding Principles.

Essential Duties and Responsibilities

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Process UCC filings nationwide, electronically and manually
- Review and compare UCC documents with jurisdictional requirements to mitigate discrepancies
- Enter data into filing system and review of documents for accuracy
- Research status of filing by searching county websites and follow up with vendors
- Record customer interactions, such as, details of inquiries, complaints, comments and actions taken
- Communicate with Sale Representatives and Client Services on system issues and client needs. Relay information between internal and external customers.
- Navigate county websites to search specific information for recording UCCs
- Provide unparalleled quality customer service by maintaining a comprehensive understanding of client needs, FICOSO product lines and various Secretary of State and County Recording regulations regarding UCC statutes
- Manage time and company resources appropriately

PREFERRED QUALIFICATIONS:

- Perform various other job-related duties as prescribed by company and departmental need

Education

- High school diploma or greater

Experience

REQUIRED EXPERIENCE:

- 2 years of customer service experience in an office environment
- Experience working in a fast paced, changing environment.

PREFERRED EXPERIENCE:

- Experience working at a Service Company, as a Researcher of records or Public Records Industry.

Knowledge/Skills/Abilities

REQUIRED KNOWLEDGE:

- 2 years of customer service experience in an office environment
- High competence of computer applications including full Microsoft Suite and internet searching.
- Competent in PDF Studio Pro, Adobe Acrobat and a paperless work environment.
- Ability to write manual checks and prepare overnight packages.

PREFERRED KNOWLEDGE:

- Knowledge of Uniformed Commercial Code and county recording codes

REQUIRED SKILLS/ABILITIES:

- Integrating information from multiple sources quickly and accurately
- Working cross-functionally to resolve issues
- Working independently with a minimum amount of supervision
- Functioning as an integral part of team
- Strong communication skills with reading, writing, speaking and command of the English language
- Critical thinking with analytical and research skills
- Capable of successfully collaborating with peers and management
- Ability to operate and navigate on a computer without supervision
- Ability to scan, open certified and regular mail, sort and batch incoming process

Working Conditions

The Fulfillment Specialist is to work indoors and is not substantially exposed to adverse environmental conditions. May travel out of town by airplane or car to other cities for training, no more than 4 times a year.

Required Physical and Mental Activities

- Ability to continuously stand or walk
- Ability to bend, climb stairs and lift frequently
- Ability to lift up to 10 pounds frequently
- Ability to sit in an office environment for hours at a time
- Average, ordinary, visual acuity necessary to prepare or inspect documents or products, or operate a computer
- Able to hear average or normal conversations and receive ordinary information.
- Ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts, and draw conclusions
- Able to perform simple mathematics equations
- Ability to prepare business letters, proposals, summaries, and reports using prescribed format and conforming to all rules of punctuation, grammar, diction, and style

First Corporate Solutions is an EOE and offers a competitive benefits package. Salary is DOE. To be considered for this position please submit your resume and cover letter summarizing your experience to careers@ficoso.com
Thank you for your interest!