



SEARCH SERVICES MANAGER

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| Title: | Search Services Manager | Reports to: | Operations Manager |
| FLSA Status: | <input type="checkbox"/> Exempt | Schedule: | <input type="checkbox"/> Full Time Generally, works Monday-Friday, 8 AM to 5 PM PST |
| Department: | Search Services | Location: | Sacramento, CA |

About First Corporate Solutions (FCS)

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 their due diligence related activities.

Job Summary

The Search Services Manager plays a vital role in supporting, communicating and encouraging FCS' Vision, Mission and Guiding Principles. This manager ensures State and County Searchers are trained and can perform searches.

Supports internal departments by accurately processing, searching, placing and monitoring needs using company systems and manual resources for accomplishing tasks by given deadlines. Works with internal and external customers to meet deadlines, maintain quality standards and expectations towards search logic, reporting liens correctly, maintain updated knowledge for State and County Agency rules, changes, guidelines as to filing, recording and locating liens.

This department handles fulfillment for the following products:

- State and County level lien and court searches
- Pacific Report searching, data entry and publishing
- Account Monitoring searches – State and County (Liens, Bankruptcy, Business Entity)
- UCC and Business Entity Tracking searches
- Offline Document retrievals for Online orders
- Deed Research for Online Solar Filings

Duties and responsibilities

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Work Flow and Training
 - a. Monitor work flow, production, accuracy, quality and timeliness within department
 - b. Mentor and develop team to ensure best coverage for department and promote a positive work environment
 - c. Maintain proper documentation of operating procedures and relating to consistency and best practices
 - d. Design and implement improved processes
 - e. Gather and review employee production reports weekly with Leads

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- f. Coordinate with other department managers on meeting production standards and deadlines
 - g. Report and enter Tech Tickets in JIRA as needed
 - h. Assist with conducting searches on Pre-release Online States for accuracy, comprehensiveness and standard layout; comparing Ficoso.com data with the specific Secretary of State site
 - i. Work with outside vendors as needed
2. Supervisory and Reporting
- a. Interact, Guide and monitor staff and processes to include but not limited to:
 - i. Manage employee time off and use Paylocity for timekeeping entry and approvals
 - ii. Update PTO calendar as needed to report backup for employee's who are out
 - iii. Conduct weekly department meetings to ensure clear communication
 - iv. Facilitate Human Resources interaction when needed
 - b. Time, service and cost standards as associated with each task
 - i. Monitor turnaround times to expected deadlines
 - ii. Continued Quality Assurance
 - iii. Meet with Operations Manager bi-weekly on department performance
 - iv. Budget management
 - v. Ensure vendor Invoices are coded and delivered in a timely manner to accounting
 - vi. Review vendor costs and find suitable replacements to keep costs down while maintaining quality standards
 - c. Maintain proper documentation to keep department running efficiently
 - d. Assist in resolving issues
 - e. Maintain good working relationship with other managers
3. 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

NON-ESSENTIAL DUTIES AND RESPONSIBILITIES:

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

Performance Measurements

1. Documented policy and procedures are updated for Department and located in a central location for easy access.
2. Training of department staff to ensure no disruption of workflow
3. Full knowledge of search logic as applied to State and County lien searches
4. Understand and navigate through all Secretary of State, County Recorder and other agency websites to locate information
5. Accurate and timely delivery of products
6. Controlling costs and delivering timely reports to Accounting
7. Meet deadlines given by manager and IT projects
8. Sub-contractor cost control for Account Monitoring & other products in department
9. Continuing education and updating with RA9 and county agencies

Qualifications

REQUIRED EDUCATION/CERTIFICATION:

- ✓ High school diploma or greater

REQUIRED KNOWLEDGE:

- ✓ Understanding and updated with Uniformed Commercial Code and County Records Rules for searching and filing
- ✓ High competence of computer applications including full Microsoft Suite and internet searching.
- ✓ Competent in PDF Studio Pro, Adobe Acrobat and a paperless work environment.
- ✓ Strong, balanced relationship-building and interpersonal skills

PREFERRED KNOWLEDGE:

- ✓ Vendor Management
- ✓ Cost Control Budgeting

REQUIRED EXPERIENCE:

- ✓ 5 years of customer service experience in any capacity
- ✓ 4 years of working experience in a Service Company, Title Company or Public Records Industry
- ✓ 4-year experience directing workflow and guiding coworkers
- ✓ 10 years of customer service experience in any capacity
- ✓ At least 5 years' experience working in an office environment with 10+ employees

PREFERRED EXPERIENCE:

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

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
- ✓ Negotiating Skills with Conflict Resolution
- ✓ 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

Working conditions

The worker 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.

Physical requirements

- ✓ 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!