



Job Description

Title:	Online Services Manager	Reports to:	Operations Manager
FLSA Status:	Exempt	Schedule:	Full Time: Monday-Friday 8:00 am to 5:00 pm PST
Department:	Online	Location:	Sacramento, CA

Job purpose

The Online Services Manager is responsible for the success of the daily workflow in the Online department by guiding and training staff, monitoring production, ensuring written procedures are updated as processes change, meeting FCS quality standards and deadlines. The Online Services Manager plays a vital role in supporting, communicating and encouraging FCS' Vision, Mission and Guiding Principles.

Duties and responsibilities

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Production and Work Flow:
 - a. Monitor work flow, production, accuracy, quality and timeliness within department
 - b. Mentor, guide and develop team to ensure best coverage for department and promote a positive work environment
 - c. Maintain proper documentation of operating procedures relating to consistency and best practices
 - d. Review daily production reports and work with team to ensure filings are processed and closed according to FCS policy and Procedure.
 - e. Coordinate with other department managers on meeting production standards and deadlines
 - f. Report technology issues and enter Tech Tickets in JIRA as needed
 - g. Work with Online team and IT by conducting searches on Pre-release Online States for accuracy, comprehensiveness and standard layout; comparing Ficoso.com data with the specific Secretary of State site
 - h. Design and implement improved processes
 - i. Work with outside vendors as needed
2. Supervisory and Reporting
 - a. Interact, Guide and monitor staff and processes
 - b. Manage employee time off and use Paylocity for timekeeping entry and approvals
 - Update PTO calendar as needed to report backup for employee's who are out
 - c. Conduct weekly department meetings to ensure clear communication
 - d. Facilitate Human Resources interaction when needed
 - e. Maintain turn-around times, service and cost standards as associated with each task
 - f. Continued Quality Assurance
 - g. Meet with Operations Manager bi-weekly on department performance
 - h. Cost Control Budget management
 - i. Ensure vendor Invoices are coded and delivered in a timely manner to accounting
 - j. Review vendor costs and find suitable replacements to keep costs down while maintaining quality standards

- k. Troubleshoot and guide others on wide variety of complex problems and identify solutions within broad application and functional expertise
 - l. Maintain proper documentation to keep department running efficiently
 - m. Maintain good working relationship with other managers
 - n. Maintain a high level of confidentiality
3. Training
- Internal:**
- a. Conduct and document training for Online team to ensure accurate and prompt delivery of services and customer satisfaction.
 - b. Conduct and maintain Internal training of Online system so all FCS staff is capable of navigating through the online system and are kept updated of new features and updates.
 - c. Continuing education and updating Uniformed Commercial Code, MARs, MERs
- External:**
- d. Provide online training for new clients and users
 - e. Create ongoing training for clients through monthly webinars
 - f. Follow-up with clients 1 week after training for feedback
 - g. Review weekly searches conducted by new clients and contact client where needed
4. 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 need

Performance Measurements

- 1. Accurate and timely delivery of products
- 2. Documented policy and procedures are updated for Department and assessible to team
- 3. Ensure no disruption of daily workflow
- 4. Full knowledge and understanding of search logic as applied to State and County lien searches
- 5. Full knowledge of FICOSO.COM search, file, monitor and portfolio management
- 6. Control costs and deliver timely reports to Accounting
- 7. Meet deadlines given by manager and IT projects
- 8. Monitor and communicate federal, state and local changes to and/or new regulations/laws pertaining to searching and recordings

Qualifications

EDUCATION/CERTIFICATION: High school diploma or greater

REQUIRED KNOWLEDGE:

- ✓ Ability to train and explain the Uniformed Commercial Code RA9, MARs & MERS rules
- ✓ Ability to successfully train on procedures and processes and maintain documentation
- ✓ High competence of computer applications including full Microsoft Suite; Technical proficiently
- ✓ Competent in PDF Studio Pro, Adobe Acrobat and a paperless work environment
- ✓ Proven experience using functions Excel
- ✓ Understand and navigate through Secretary of State, County Recorder and other agency websites to locate information
- ✓ Strong, balanced relationship-building and interpersonal skills
- ✓ Cost Control Budgeting

EXPERIENCE REQUIRED:

- ✓ 5+ years of working experience in a Service Company or Public Records Industry
- ✓ 5+ years of customer service experience in a service industry
- ✓ 5+ year experience directing workflow, guiding coworkers or supervisory role
- ✓ Can identify, understand and apply federal, state and local changes to and/or new regulations/laws pertaining to searching and recordings pertaining to UCC RA9
- ✓ At least 5 years' experience working in an office environment with 10+ employees

SKILLS/ABILITIES:

- ✓ Genuine passion and commitment to providing superior customer service
- ✓ Technical proficiency in web-based software and ability to quickly learn our support platform and product functionality
- ✓ A natural, curious problem solver with the ability to communicate effectively with diverse audiences
- ✓ Ability to integrate information from multiple sources quickly and accurately
- ✓ Highly developed sense of integrity and commitment to the job
- ✓ Ability to gather and analyze pertinent data retrieved from record source
- ✓ Ability to work cross-functionally to resolve issues
- ✓ Comfort with working both independently and as part of a collaborative 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
- ✓ Excellent time management and organizational skills to balance and prioritize work
- ✓ 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

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.
Repetitive and continual typing motion is required

Physical and Mental Activities and 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!

RECEIPT AND ACKNOWLEDGEMENT:

I acknowledge and understand that:

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- Receipt of the job description does not imply nor create a promise of employment, nor an employment contract of any kind, and that my employment is at-will.
 - The job description provides a general summary of the position in which I am employed, that the contents of this job description are job requirements and, at this time, I know of no limitations which would prevent me from performing these functions with or without accommodation.
 - I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these functions.
 - Job duties, tasks, work hours and work requirements may be changed at any time.
 - Acceptable job performance includes completion of the job responsibilities as well as compliance with the policies, procedures, rules and regulations of First Corporate Solutions, Inc.
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I have read and understand this job description.

Print Employee Name: _____

Employee Signature: _____

Date: _____
