



Job Description

Title:	Escrow Processor	Reports to:	Client Services Manager
FLSA Status:	<input checked="" type="checkbox"/> Non-Exempt	Schedule:	Full Time: Monday-Friday 8:00 am to 5:00 pm PST Overtime with Notice
Department:	Client Services	Location:	Santa Fe Springs, CA

Job purpose

The Escrow Processors plays a vital role in supporting, communicating and encouraging FCS' Vision, Mission and Guiding Principles. Ensuring quality standards are met first, the main duties will include, but not be limited to, typesetting notices, proofreading, affidavit control, ongoing interaction with internal and external vendors, preparing and placing new orders, examining and preparing results, consistent communication with internal and external customers, and mailroom duties.

Duties and responsibilities

ESSENTIAL FUNCTIONS AND BASIC DUTIES

Recording and Publishing

- Accurately type and/or typeset of all assigned work
- Review recordings for completeness to ensure document is recordable
- Prepare recordings and send to appropriate jurisdiction
- Secure the filing of the proof of publication with the appropriate County Clerk
- Prepare and send out Tax Collector notices
- Review and distribute mailed recordings, publications and tax collector notices
- Review Vendor invoices, approve & send to Accounting Dept by deadline
- Keep newspaper publishing spreadsheet up to date
- Prepare overnight packages when necessary

Order Management

- Review and enter incoming orders in to Proprietary system
- Place all tasks entered by Account Managers to appropriate jurisdiction and/or ads
- Sort, match and examine results/recordings from searchers to prepare for typing
- Enter status and notes in system on orders with issues or delays
- Enter disbursements accordingly
- Examine final typed results and distribute to Account Managers
- Review overdue work order report to ensure clarity of all orders in queue
- Generate production report and send to supervisor at end of day

Customer Service

- Read, reply, forward and/or distribute emails and faxes accordingly
- Promptly and efficiently answers incoming clients calls
- Report delays to Supervisor and Account Managers
- Keep team, manager and sales updated with client communications
- Attend meetings as requested

NON-ESSENTIAL DUTIES AND RESPONSIBILITIES

- Cross training with team and other departments
- Perform various other job-related duties as prescribed by company and departmental need
- Departmental coverage as needed AND other duties as directed by Manager
- Proactively pursues professional development activities (e.g., reviewing professional publications, establishing personal networks, continuous industry training and updates).
- Assist Manager with special projects and reports

Performance Measurements

- Adhere to work schedule and approved time off
- Maintain work flow to meet deadlines
- Accurate and timely delivery of products
- Reaching revenue targets and controlling costs
- Meet deadlines given by manager and IT projects
- Continuing education on industry standards, rules and regulations
- Being a proactive team player by aiding where needed

Qualifications

EDUCATION/CERTIFICATION:

- ✓ High school diploma or greater

REQUIRED KNOWLEDGE:

- ✓ Type 55 wpm with accuracy
- ✓ High competence of computer applications including full Microsoft Suite and internet searching
- ✓ Ability to read and comprehend the Uniformed Commercial Code (RA9), Bulk Sale Code, Corporations Code and MARs rules
- ✓ Competent in PDF Studio Pro, Adobe Acrobat and a paperless work environment

EXPERIENCE REQUIRED:

- ✓ 2 years of customer service experience in an office environment
- ✓ At least 2 years' experience working in a deadline driven environment with concentration on quality
- ✓ Ability to quickly learn and navigate propriety systems

SKILLS/ABILITIES:

- ✓ Excellent proofreading skills
- ✓ Extremely organized and detail oriented with the ability to multi-task and prioritize workload efficiently
- ✓ Solid communication skills with reading, writing, speaking and command of the English language
- ✓ Capable of successfully collaborating with peers and management
- ✓ Ability to operate and navigate on a computer without supervision
- ✓ Working effectively in a teamwork environment, in daily activities as well as addressing problems in unique situations

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 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.

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: _____