



First Corporate
solutions

External Job Title: Account Manager

Location: Dover, Delaware

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 Account Manager will facilitate the filing and retrieval of Corporate and UCC documents through the State of Delaware DCIS system. In addition, the Account Manager will support general operational functions and enter orders through the use of company order entry systems.

Essential Duties and Responsibilities

Duties include the following (other duties may be assigned):

- File and retrieve UCC and Corporate documents through the Secretary of State of Delaware.
- Independently answer general UCC and Corporate questions.
- Participate in SOP processing and mail handling.
- Perform basic office duties such as answering phones, filing, scanning, and faxing.
- Input data with low error ratio while delivering exceptional speed and accuracy.
- Data entry and management in all supporting systems
- Navigate quickly and accurately between multiple databases
- Maintain quality control standards. Demonstrate ability to multitask and manage projects simultaneously with strong attention to detail and accuracy.
- Process nationwide work.
- Manage/maintain client accounts and portfolios.
- Build exceptional relationships and rapport with clients to better understand their needs
- Proactively update clients when need be.
- Exceed client expectations and deadlines
- Stay up-to-date and knowledgeable of client changes
- Maintain industry knowledge and stay updated with changes through state and correspondent interactions/websites, associations, websites and competition.
- Participate in ongoing training to enhance skills and other services offered to clients.
- Provide notaries. Individual will be the back-up notary.

Education

- High school diploma and a minimum of six years of industry experience.

Knowledge/Skills/Abilities

- Ability to operate basic office equipment such as scanners, fax machines and mail postages.
- Must have Registered Agent knowledge and experience as well as DCIS experience.
- Ability to work in a small office environment.
- Have an energetic self-starter mentality and thrive in a fast-paced team oriented environment.

- Ability to learn new skills and knowledge quickly.
- Strong computer skills with the ability to integrate information from multiple sources quickly and accurately. Must have a basic understanding of related computer applications, primarily Microsoft Word and Excel.
- Must be able to work effectively in a teamwork environment, in daily activities as well as addressing problems in unique situations.
- Possess excellent written, verbal and visual communication skills.
- Must have strong organizational skills with the ability to prioritize and manage multiple deadline driven assignments.
- Must be able to read, write, speak the English language.
- Understand client needs based on industry, practice-area, internal processes or other business operations.
- Possess strong negotiating skills and conflict resolution.
- Willing to be flexible and help where there is a needed.
- Strong prioritization, organizational, problem solving and time management skills.
- Ability to work independently with a minimum amount of oversight.
- Possess strong, balanced relationship-building and interpersonal skills.
- A notary or willing to become one.

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: _____
