



Job Description

Title:	Searcher – Experienced	Reports to:	Online/Title/Search Services Manager
FLSA Status:	Non-Exempt	Schedule:	Monday-Friday 8:00 am-5:00 pm PST Overtime with Notice
Department:	Search Department	Location:	Sacramento, CA

Job Purpose

This entry level position is responsible for searching various public record websites while maintaining FCS' superior service standards and meeting deadlines. This position requires the ability to type 55 WPM with exceptional accuracy. The searcher (entry level) plays a vital role in supporting, communicating and encouraging FCS' Vision, Mission and Guiding Principles.

Duties and Responsibilities

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- ✓ Examine various public record websites (i.e. state and counties) for judgments, liens and other critical information pertaining to business entities, county searching, account monitoring, etc.
- ✓ Provide copies relevant to specific search
- ✓ Provide recorded documents from outside sources when needed from County Searchers
- ✓ Submit search orders to appropriate department when completed
- ✓ Work with the Workflow Coordinator and Manager to assure quality customer service
- ✓ Communicate effectively with outside vendors, internal searches and clients
- ✓ Communicate with Account Managers on searches
- ✓ Miscellaneous duties and special projects assigned, as directed by Manager

NON-ESSENTIAL DUTIES AND RESPONSIBILITIES:

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

Performance Measurements

- ✓ Adhere to work schedule and approved time off
- ✓ Maintain work flow to meet deadlines, staying focused and staying on task
- ✓ Being a proactive team player by aiding where needed

Qualifications

EDUCATION/CERTIFICATION: High school diploma or greater

REQUIRED KNOWLEDGE:

- ✓ Ability to read and comprehend the Uniformed Commercial Code and MARs rules
- ✓ 2 years of working experience in a Service Company or Public Records Industry
- ✓ 2 years of customer service experience in a service industry
- ✓ High competence of computer applications including full Microsoft Suite and internet searching
- ✓ Competent in PDF Studio Pro, Adobe Acrobat and a paperless work environment

EXPERIENCE REQUIRED:

- ✓ 2 years of customer service experience in any capacity
- ✓ 2 years of title/real estate searching
- ✓ 2 years of working experience in a Service Company or Public Records Industry

SKILLS/ABILITIES:

- ✓ 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 effectively in a teamwork environment, in daily activities as well as addressing problems in unique situations
- ✓ Ability to locate property on a map
- ✓ Capable of searching public record indexes

Working Conditions

The worker is to work indoors and is not substantially exposed to adverse environmental conditions.

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.
-

RECEIPT AND ACKNOWLEDGEMENT:

I acknowledge and understand that:

-
- 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.
-

I have read and understand this job description.

Print Employee Name: _____

Employee Signature: _____

Date: _____
