

### **Escrow Assistant:**

We are looking for an Escrow Assistant for our Houston Memorial office in Houston, TX. This Escrow Assistant (“EA”) will support several Escrow Officers in closing real-estate transactions quickly and on schedule. The EA’s responsibilities are critical to getting a file cleared and ready to close.

### **About the role**

An ideal candidate has experience in the title and settlement industry specifically focused on closing purchase transactions in a high-volume environment. They must be very time conscious and able to track multiple deliverables for several files simultaneously. They will work concurrently with multiple external parties as well as internal title curative specialists to move a file to ‘Clear to Close’ status.

### **Responsibilities include but are not limited to:**

- Order, track, receive payoffs, and tax information
- Read, understand, and follow lender closing instructions. Input lender figures into the system
- Calculate and prorate tax payoff data to create CD/settlement statements
- Obtain commission payment information from real estate agents involved in the transaction
- Maintain consistent communication with the assigned Escrow Officer regarding the status of items
- Handle client phone calls or emails
- Ensure system is constantly updated with all email and phone communication
- Escalate any items that could affect the closing date to managers
- Drive closing performance, meet closings dates, and provide a great customer experience
- Collaborate with the title department to resolve title issues

### **Who you are**

You are very detail oriented. You are good with mathematical calculations but also comfortable calling lenders, taxing authorities and others to obtain information. You can juggle multiple priorities and are very time conscious. You understand the importance of closing dates and work diligently to ensure real estate transactions close on time. You carry yourself professionally and represent the company both internally and externally.

### **Qualifications:**

- 1 - 3 years of experience in the title business.
- Familiar with standard closing concepts, practices, and procedures of the real estate settlement industry. Ability and willingness to make phone calls and follow-up diligently on required items.
- Possesses a ‘do it now’ mentality.
- Ability to communicate with lenders and other parties in a positive, friendly, and helpful way.
- Understanding of concepts needed to balance a real estate transaction.
- Very quality conscious – takes extreme pride in work done well.
- Ability to professionally manage challenging customers, to diffuse conflict situations and resolve closing issues quickly.
- Ability to work on multiple files concurrently.
- Exemplary organizational skills.
- Ability to manage high volume transactions in a paperless environment.
- Good computer skills including proficiency with closing software and Microsoft Word.