

## **ESCROW SPECIALIST I JOB DESCRIPTION**

**Reports To:** Escrow Officer

**Classification:** Non-Exempt

**Summary/Objective.** The Escrow Specialist is responsible for efficiently processing escrow documents in accordance with established policies and procedures while providing excellent customer service to internal and external customers.

**Essential Functions.** (Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

- Completes real estate escrow transactions by determining requirements; clearing title and underwriting requirements; assembling, preparing, and reviewing closing documents; disbursing funds and balancing closing files.
- Determines escrow requirements by studying and clarifying buyer, seller, and lender instructions.
- Maintains professional relationship with customers.
- Provides status of the transaction throughout the closing process to the appropriate customers.
- Obtains clear title by ordering title reports; resolving title defects; satisfying existing liens and encumbrances against property or principals.
- Establishes escrow account by depositing funds with escrow accounting; maintaining records and reporting to customers.
- Prepares transaction documents by completing forms and statements; collecting and reviewing existing documents.
- Completes calculations by prorating taxes and interest.
- Completes closing transaction documents by assembling documents; reviewing papers with parties; explaining provisions and procedures; answering questions; checking documents for completeness and accuracy and obtaining signatures.
- Completes closing by recording and filing documents; preparing and distributing final closing statements and title.
- Prepares settlement statement by utilizing lender instructions.
- Closes escrow account by balancing and disbursing funds.
- Constantly communicates with the client/customers and Escrow Officer on the status of the transaction throughout the closing process.
- Schedules closing and maintains closing calendar for Escrow Officer.
- Complies with all regulatory requirements.
- Understands, follows and stays current on all policies and procedures in the Employee Handbook.
- Keeps job knowledge current by participating in educational opportunities; reading

professional publications; maintaining personal networks and participating in professional organizations.

- Assists in marketing and new business development.
- Follows instructions and responds to management direction.
- Identifies and communicates areas of improvement regarding operations to management.
- Performs other tasks, duties, or projects as assigned by management.
- Performs all essential functions by being physically present at the worksite on a full-time basis.

### **Competencies.**

- Ability to comprehend and write instructions, correspondence and memos with proper punctuation, spelling and grammar.
- Excellent verbal and interpersonal skills.
- Ability to deliver superior customer service.
- Highly organized with strong attention to detail.
- Ability to multi-task.
- Ability to consistently meet deadlines, demonstrate strong follow-through and to follow all regulatory and company procedures.
- Ability to effectively present information in one-on-one and small group situations to customers, clients and other employees.
- Understanding of escrow accounting processes.
- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.
- Ability to type at least 45 words per minute.

**Supervisory Responsibility.** This position has no supervisory responsibilities.

**Work Environment.** This position operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopies, filing cabinets and fax machines.

**Physical Demands.** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk and hear. This position is very active and requires standing, walking, bending, kneeling, stooping, crouching, crawling and climbing throughout the day. The employee must frequently lift or move items up to 25 pounds. Specific vision abilities required for this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**Position Type and Expected Hours of Work.** This is a full-time, 40 hour per week, position. Days and hours of work are Monday through Friday, hours vary by region. Occasional evening and weekend work may be required as job duties demand.

**Travel.** Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected.

**Required Education and Experience:**

- High School Diploma or equivalent required.

**Preferred Education and Experience:**

- Associates Degree or 1-2 years equivalent work experience.
- Knowledge of title insurance, regulatory guidelines, legal documents, and real property law.
- Microsoft Office skills.
- Optional – obtain State Title Insurance License.

**Equal Employment Opportunity Statement:**

- AllFirst, LLC and its subsidiaries are committed to providing equal employment opportunity and will make employment decisions without regard to race, color, religion, national origin, citizenship, age, sex, gender, veteran status, marital status, disability or any other characteristic protected under applicable laws and regulations.

**Other Duties.** Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.