



**Title:** Client Services, Account Specialist

**Location:** Markham, ON

**Industry:** Financial Services Software

**Department:** Valuation Services

**Company URL:** <http://www.solidifi.com>

## **About Us**

Solidifi is a leading provider of collateral valuation, risk management and data analytic services to the North American mortgage industry. Solidifi provides mortgage lenders, professionals and 3rd party service providers with a flexible service platform for procuring collateral valuations from marketplace vendors and appraisers, with complete transparency and data to make "incredibly smart decisions". Solidifi currently serves leading global financial institutions with United States head office in Chicago and Canadian head office in Toronto.

## **Position Overview**

Reporting to the Team Leader, Appraisal Services, the Client Services, Account Specialist will be responsible for providing excellent customer service for a set of dedicated client accounts and will respond to inbound calls, outbound calls, faxes and emails within set SLA's. This individual will also address complex applications and escalated issues that are beyond the decision making scope of first-line Client Services Representatives to ensure that overall performance standards are met and exceeded for specified client accounts.

## **Responsibilities will include, but not be limited to:**

- Understanding the concepts and details of all major company products and requirements, including, but not limited to setup, order entry, use, troubleshooting, deactivation, and integration with other third party products.
- Stay abreast of new hardware, software and operating system technologies as well as the potential benefits and pitfalls of each one.
- Study, understand and contribute to our company product knowledge bases.
- Respond to inbound & place outbound support calls in a timely manner.
- Provide support by responding to support emails and escalations within the scope of their expertise.
- Provide support to inbound callers in any way possible, within the confines of our support methodology.
- Record the results and details of technical support calls and emails in the company product databases.
- Work with other staff to resolve customer issues, track bugs and technical based problems.
- May be asked to participate in User Acceptance Testing.
- Provide feedback to the other members of the team regarding product integrity and customers desires.

- Address complex applications and escalated issues that are beyond the decision making scope of first-line Client Services Representative.
- Balance core leadership responsibilities with key involvement on special projects, including the development and implementation of new databases and tracking systems for the department.
- Develop strategies on a weekly basis with the Team Leaders to continuously improve customer/client service through better policies and procedures.
- Represent departmental interests and perspectives on projects, providing astute insights, recommendations and support on matters ranging from policy & process development, to new systems implementation and training program design.

**Skills and Expertise Required:**

- Excellent telephone manner and written/verbal skills.
- Keen understanding of Microsoft Suite of Products, including Operating Systems and Office.
- High level of patience and understanding for customer's needs and requests.
- Min 3+ years previous high level customer service experience devoted to high value client queue.
- Must be polished and maintain a professional demeanour at all times.
- Good understanding of the mortgage and/or appraisal market is an asset.
- Microsoft Access, SQL and other database experience is an asset.
- Bilingual English/French, spoken/written is an asset.
- Post Secondary Education is desirable.

**\*Scope of responsibilities for this particular opportunity may change and will include, but not be limited to the above mentioned.**

The opportunity is to work with the industry's top talent on dynamic, challenging projects for the North American mortgage industry.

We take great pride in the work we do and the talented people who work with us. We're looking for highly skilled, driven people who value a collaborative, open environment and a flexible, professional culture.

**Please send your resume to [careers@solidifi.com](mailto:careers@solidifi.com) and make sure to include the Job Title "Client Services, Account Specialist" in the subject of your message along with your salary expectations.** We thank you for your interest and look forward to hearing from you!

**Please note that ONLY QUALIFIED CANDIDATES will be contacted for this particular opportunity.** We are continuously growing and welcome you to send your resume for future opportunities.