



Title: Client Services Coordinator

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 Description

Reporting to the Team Leader, Client Services, the Client Services Coordinator will be responsible for all administrative functions within a specific Client Service pod. This will include appraisal review, data verification and entry, and overall support for our Canadian and US broker and appraisal networks.

Responsibilities will include, but not be limited to:

- Support the Client Services Team in the coordination of day to day business functions.
- Read source documents (i.e. appraisal reports) and enter data in specific data fields on the operating system.
- Compare data with source documents, and/or re-enter data in verification format to detect errors.
- Compile, sort and verify the accuracy and integrity of data before it is entered.
- Maintain logs of activities and completed work on a day-to-day basis.
- May be asked to participate in User Acceptance Testing and special projects.
- Complete Broker/Appraiser sign ups within specified SLA's
- Provide initial system training to new Brokers and Appraisers.
- Maintain integrity of both the Appraisal and Broker network including updates, license and E&O expirations.
- Source new Appraisers where necessary.
- Complete Appraisal reviews according to specified checklists.
- Develop knowledge of all Solidifi products and services, including an understanding of all clients and their needs and requirements.
- Interaction with all functions areas of the business to gain an awareness of the entire Solidifi operation.

Skills and Expertise Required:

- Strong focus on client service with a drive to achieve the highest level of customer satisfaction.
- Written Comprehension: The ability to read and understand information and ideas presented in writing.
- Must be able to key data with a high degree of accuracy in a timely manner.
- Strong attention to detail.
- Very dependable and reliable.
- Self-motivated to complete the work quickly with minimal supervision.
- High standards of integrity.
- Able to effectively manage work flow pressures and administrative tasks.
- Keen understanding of Microsoft Suite of Products, including Operating Systems and Office.
- Minimum one year previous data entry experience.
- Must be polished and maintain a professional demeanor at all times.
- Good understanding of the mortgage and/or appraisal market is an asset.

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 and make sure to include the Job Title "Client Services Coordinator" in the subject of your message. 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.