



Title: Regional Director, US Account Management

Location: Markham, ON Canada (Hwy 7/Leslie – 15 – 20 minute bus ride on YRT 300 business express from Finch Subway Station)

Industry: Financial Services Software

Department: Collateral Services

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

About Solidifi

Solidifi, a wholly-owned subsidiary of Real Matters, is a leading provider of collateral valuation, risk management and data analytic services to the North American financial services industry. Solidifi is a successful provider of property valuation and risk management services for mortgage lenders and professionals, 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 and operates North America’s largest appraiser network. Solidifi is based in Toronto, ON and has its US office in Chicago, IL. Additional information about Solidifi is available at www.solidifi.com.

About Real Matters

Real Matters is the leading provider of property information services in North America. It fuses unique data gathered from a network of more than 15,000 field agents with the technological power of its cloud-based **redihive™** environment to propel the next generation of businesses that provide insight into residential and commercial properties. The organization employs more than 125 people and has its Canadian head office in Toronto, Ontario as well as a U.S. office in Chicago. Additional information about Real Matters is available at www.realmatters.com.

Position Description

Reporting to the EVP, Collateral Services, you will work with an eager, dynamic and driven world class team and be responsible for timely and quality deployment, ongoing proactive management, and complete oversight of projects for new and existing clients of our valuation services in Canada and/or the United States. There are five key areas of responsibility: 1) Analyze client / business opportunities, 2) Maximize revenue by optimizing client service processes 3) innovate on clients’ existing business, 4) capitalize on new product opportunities, and 5) develop a strong client oriented team. These core responsibilities are achieved by forging strong, collaborative partnerships with senior level marketing and brand leadership and understanding and internalizing the brand’s goals. This will include organizing and managing the deployment resources, building collaboration and professional relationships with both internal resources and the management level staff of our clients, proactively using data and reports to improve the experience of our clients, as well as helping shape the interface that appraisers and lenders have with our leading-edge technology platform.

Responsibilities will include, but not be limited to:

- Manage a geographical region and customer base as assigned;
- Provide a senior level contact for customers;
- Manage a team focused on deployment, day-to-day transactions and account management;
- Manage client profitability for a group of clients and determine enhancements to the process of service to increase margin (either through increased revenue or decreased expenses);
- Manage appraiser margin in a geographical region and ensure appraisal assignment is provided to appraisers/firms that produce high quality reports, in a timely, cost effective manner;
- Interact with Appraisal Management team to proactively build the Solidifi network;

- Analyze and deliver reporting to the client on a monthly/quarterly basis;
- Manage the regional P&L and report out to Senior Management;
- Prioritize technical changes based on clients' requirements and work with Technology to develop solutions;
- Provide organizational support, leadership and direction to the account management team;
- Utilize the internal reporting function to analyze the performance of clients and proactively suggest changes to both setup and process to improve the customer experience;
- Manage regular calls and meetings with the customer to deliver reports, explain the data and solution for continual improvement;
- Proactively manage all aspects of the customer in conjunction with the Sales function;
- Risk Management – ensure all risks are identified, recorded, maintained for management purposes and all actions carried out in a timely fashion;
- Maintain an excellent knowledge of Solidifi's solutions and act as a subject matter expert both internally and externally.

Skills and Expertise Required:

- A minimum of 7+ years experience in real-estate appraisal, mortgage services technology or financial services technology particularly in the areas of vendor, client or systems implementation;
- Extensive project management experience;
- Risk management experience in credit or collateral is an asset;
- Experience in designing and implementing strategic projects of all sizes;
- Incredible attention to detail;
- Solid technology experience and exposure and comfort in dealing with multiple applications;
- Self-starter with enthusiasm and a drive for excellence in a fast-paced environment;
- Analytical with experience of performance management and performance metrics;
- Caring, understanding, flexible team player;
- Customer centric;
- Experience in managing a small team;
- Excellent communication skills, both written and oral;
- Solid negotiation skills;
- Flexibility for occasional travel within Canada and the United States.

Education and Training Required:

- University Degree / Post Secondary and/or equivalent work experience is required.
- Advanced knowledge of Microsoft Office Suite including Excel, PowerPoint, Visio and Project.

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

The opportunity is here if you're ready for it: 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 always looking for highly skilled, driven people who value a collaborative, open environment and a flexible, professional culture.

Please email your resume to careers@solidifi.com and make sure to include the JOB TITLE "Regional Director, US Account Management" 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.**