



**Title:** Vice President, US Client Services

**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 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 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 is positioned to operate North America’s largest appraiser network. Solidifi is based in Markham, ON and has its US office in Chicago, IL.

## **Position Description**

Reporting to the EVP, Collateral Services, the Vice President, US Client Services serves to support and augment the EVP with new and existing clients for our collateral valuation services in the United States. The Client Services team is the daily servicing and account management functions of the organization. Client Services applies consultative selling which emphasizes addressing client needs with proactive, individualized solutions. The Vice President, US Client Services is the senior member of the team and is focused on the broad, strategic goals, objectives and metrics of the client.

As Vice President, US Clients Services, you will work with an eager, dynamic and driven world class team and be responsible for developing individualized client strategies that are designed to identify and pursue new business as well as retain and grow existing business. 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.

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

### **Analyze Client/Business Opportunities**

- Identify and prioritize key client targets based on strategic goals and objectives;
- Outline specific strategies to pursue, retain and grow client base;
- Analyze and monitor client revenue and profitability;
- Anticipate market changes, competitive threats, product launches and other game changing variables;
- Develop business and client specific unit dashboards;
- Outline key metrics with progression to revenue goal, early indicators of success, and lagging indicators;

- Conduct business/client reviews with team to assess how addressing needs, growing revenue and growing profitability.

### **Maximize Revenue by Optimizing Client Service Processes**

- Monthly review of revenue and expenses to ensure client profitability and pricing of client appraisal management services;
- Drive change related to servicing of clients;
- Ongoing evolution of model to manage revenue and expenses, including the necessary benchmarking/validation of expense assumptions;
- Utilize technology to optimize the servicing of clients;
- Lead all reporting from the Client Services teams and communicate across Senior Leadership.

### **Innovate on Clients' Existing Business**

- Exhibit business ownership;
- Proactive recommendations to drive clients' business forward;
- Results driven updates to clients;
- Dashboard for projects to review goals and performance;
- Strategic partnerships with Brand Leaders and Managers;
- Seat at the table for strategic discussions and regular face to face meetings;
- Updates on specific project work as well as overarching brand activities;
- Build strong relationships with other partner vendors/contract service organizations.

### **Capitalize on New Product Opportunities**

- Recognize/anticipate brand needs that fit with Solidifi's core capabilities;
- Gaining broader scope of brands' value-added business in non-commoditized product offerings;
- Expanding business to more brands and projects.

### **Develop Strong, Client-Oriented Team**

- Provide a senior level contact for customers;
- Manage a team focused on deployment, day-to-day transactions and account management;
- Manage client profitability and determine enhancements to the process of service to increase margin (either through increased revenue or decreased expenses);
- Manage appraiser margin 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 US client P&L and report out to Senior Management;
- Instill passion and accountability to everyone who works in or with business;
- Create sense of business unit identity;
- Over communicate business unit happenings (especially early on) to ensure alignment and understanding across organization;
- Demonstrate and show appreciation.

### **Skills and Expertise Required:**

- A minimum of 10+ 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;
- Strategic, overarching insight and perspective of client's business and direction needs to go;
- Clever, quick on feet - able to immediately (in the moment) provide value added insights to client and astute strategic recommendations;
- Strong ability to establish and maintain interpersonal relationships with marketing leadership and other vendor partners;
- Talent for coaching, developing and stretching employees to take on broader responsibilities and achieve personal goals;
- Customer centric;
- Experience in managing a team;
- Excellent communication skills, both written and oral;
- Solid negotiation skills;
- Flexibility for travel within 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.**

**Please send your resume to [careers@solidifi.com](mailto:careers@solidifi.com) and make sure to include the JOB TITLE "Vice President, US Client Services" 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.