



Title: Vice President, US Operations

Location: USA (Interim location: Markham, Ontario - (General Toronto Area) ([CLICK FOR MAP](#))

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, this role is responsible for the leadership of the Operations support group, including reporting & analytics, the service delivery platform & technology integration and appraiser management, with a focus on supporting the operations organization and the ongoing delivery of quality appraisal management services to Canadian and US customers. You will drive forward the next generation appraisal management company, with a vision focused on creating a new way of managing an appraisal management operation with solutions that are leading edge, utilizing technology, appraiser partnership and data. As Solidifi continues to evolve and expands operations to the US, this position will potentially be relocated to the US to lead the onsite management of a US office.

Responsibilities will include, but not be limited to:

- Oversee all aspects of the Operations Team including, appraiser management, business support, appraisal quality, technology integration and reporting & analytics;
- Lead the development and execution of plans to implement processes as determined by the business in a timely and effective manner;
- Identify business opportunities with new and existing clients, and leverage the immediate and broader team in order to win this business;
- Identify and lead process and operations efficiency initiatives;
- Work with Technology resources to efficiently implement new solutions to improve process, workflow and customer experience;
- Directing and coordinating development of products and services throughout the product life cycle in accordance with requirements outlined in conjunction with global marketing, sales and customer;
- Lead the development of a robust reporting package for both internal and external users that drives efficiency, operational effectiveness and increases revenue/decreases costs. Reporting should be developed cross functionally, and provide transparency for all stakeholders;
- Collecting and reviewing statistical data from the various departments and communicating these findings on a monthly, quarterly and/or annual basis;

- Reviewing activity reports to determine progress and status in attaining objectives, and revising objectives and plans in accordance with current conditions;
- Maintaining a commitment to the company vision and assuring local compliance with all corporate and divisional procedures and guidelines;
- Drive forward initiatives that maintain a constant evolution of the business;
- Providing operations leadership including execution of corporate policies and procedures, on site decision making in critical situation and collaboration with Executive Team on employee communication;
- Participating in external and internal audits and ensures appropriate preparations are made. This may include contacting the applicable vendors, individuals and companies;
- Participating in Management Reviews;
- Acting as a leader and champion to help drive Corporate objectives;
- Mentor and coach a team of direct and indirect reports; formally and informally through collaborative teamwork to help individuals reach their personal development goals and to ensure the business achieves its performance objectives;
- Provide counsel to AMC and Corporate executive, on regulatory change impact to core business in Canada and US;
- Participate in Corporate development initiatives to identify and incorporate non-organic growth strategies into AMC operations;
- Effectively managing direct reports - leads by example;
- Other tasks as assigned.

Skills and Expertise Required:

- 10+ years management experience in the financial services industry;
- Extensive US and Canadian experience, industry contacts, regulatory and operations knowledge;
- Exceptional interpersonal and communication skills with a demonstrated ability to influence outcomes and people;
- Experience in developing analytical reporting which includes analyzing and presenting critical numbers to the business;
- Demonstrated ability to lead, motivate and coach teams that generate ideas, implement innovative and creative solutions for clients, and deliver superior results;
- Deep strategic and problem solving skills;
- Flexible, understanding and caring;
- Team player.

Education and Training Required:

- University Degree/CFA/MBA preferred

***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 and make sure to include the JOB TITLE "Vice President, US Operations" 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.