



Title: Account Manager

Location: Chicago, Illinois

Industry: Financial Services Software

Department: Solidifi US

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 transparent collateral valuations from marketplace vendors and appraisers. Solidifi currently serves leading global financial from its offices in Toronto, ON and Chicago, IL.

Position Description

Reporting to the Vice President, National Accounts, you'll work with an eager, dynamic and talented North American team. You'll be responsible for monitoring and proactively managing client relationships. This includes managing service level agreements (SLAs), assisting with deployments and managing immediate client needs to resolution. You'll also build relationships with staff of assigned clients.

Duties and Responsibilities will include, but not limited to:

- Meet or exceed client and portfolio market share goals and objectives
- Monitor assigned client SLAs while engaging team members and required internal departments to ensure appraisal service levels are met
- Liaise with the Appraisal Management team to resolve issues with client SLA adherence, client escalations and appraiser coverage issues
- Proactively monitor day to day transactions to ensure critical delivery milestones are achieved during the appraisal procurement lifecycle
- Ensure consistent and thorough client communication and messaging is delivered via email, phone and/or through Solidifi's transaction management platform
- Assist team with client deployments including client training, documentation, lender appraiser panel set up, user set up and lender configurations
- Maintain lender appraiser panels including any approved or exclusionary lists through direct collaboration with the Appraisal Management team
- Proactively suggest changes to clients for improving the customer experience and appraiser performance, in alignment with your account management strategy and Solidifi's corporate goals

- Work in collaboration with your team, technology and service management on recommended enhancements to the service offering to increase client margin and satisfaction while delivering a high quality appraisal report and world class customer experience
- During Solidifi's technology releases assist with regression testing as required;
- Ongoing client training
- Deliver appraiser performance and SLA reporting to your client portfolio on a daily/weekly/monthly/quarterly basis
- Deal with client escalations and follow through to resolution
- Provide mentoring, training, guidance, and support for account management team
- Special projects as directed
- Other duties as assigned

Skills and Expertise Required:

- A minimum of 5+ years experience in real-estate appraisal, financial services or mortgage banking, particularly in the areas of vendor management, client or technology deployment, sales and/or account management
- Mortgage banking experience or collateral risk management experience directly in the appraisal procurement area is an asset
- Incredible attention to detail
- Excellent written and oral communication skills
- Flexibility for travel within the United States, Canada and other countries as required
- Current knowledge of regulatory environment as relevant to property valuations
- Excellent multi-tasking skills while ensuring deadlines are met
- Ability to work in a fast paced environment
- Results oriented
- Ability to work flexible hours (Shifts are Monday-Friday, 8am-8pm)

Education and Training Required:

- University Degree/College Degree preferred

Possible Supervisory Responsibilities:

- Account Specialists

Do you consider yourself exceptional? 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 and help reinvent the 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 send your resume to careers@solidifi.com