



**Title:** Bilingual Account Specialist (French/English, Written/Spoken)

**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

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

## About Us

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 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 Markham, ON and Chicago, IL.

## Position Description

The Account Specialist is responsible for ensuring client needs are met or exceeded through Service Level Agreements (SLA), proactive communication as well as appraisal ordering, follow up and delivery. You will proactively monitor client SLAs, participate in client deployments, and drive immediate client needs to resolution. You will handle day to day client communications via email, phone and Solidifi's transaction management platform for a defined set of clients.

## Responsibilities include, but are not limited to:

- Meet or exceed team market share goals and objectives
- Engage team members and required internal departments to ensure lender appraisal SLAs are continually met
- As directed, liaise with the Appraisal Management team to resolve issues with client SLA adherence, client escalations and appraiser coverage issues
- Escalate customer issues and work with management to proactively develop a solution to resolve the issue
- Proactively monitor day to day transactions via email, phone and/or through Solidifi's transaction management platform to ensure critical delivery milestones are achieved during the client appraisal procurement lifecycle
- Ensure consistent and thorough client communication and messaging is delivered to the client via email, phone 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
- Ongoing client training as directed
- During Solidifi's technology build schedule assist with regression testing as required

- Other duties as assigned

**Skills and Expertise Required:**

- Mortgage banking experience, appraisal management experience or collateral risk management experience is an asset
- Incredible attention to detail
- Excellent written and oral communication skills
- 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

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 email your resume to [careers@solidifi.com](mailto:careers@solidifi.com) and make sure to include the JOB TITLE "Bilingual Account Specialist" 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.**