



Job Description - Escrow Officer

6/3/2018

Level of Responsibility and Authority:	Manager
Function:	Escrow Officer
Department:	Escrow Unit
Reports to:	Escrow Manager
Job status:	Exempt

SUMMARY:

5 main functions for an escrow officer

- **Escrow processing**
 - Escrow officer is responsible for her unit's escrow files
- **Customer service**
 - Provide customer services during office hours (M – F: 8:30 AM - 5:30 PM)
- **Sales**
 - Promote/maintain escrow business
- **Managing**
 - Manage unit's escrow files
 - Manage unit's working environment
 - Manage unit's P&L (profit and loss)
 - Manage staff within unit (if any)
- **Training and development**
 - Self
 - Staff (if any)

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- **Escrow processing**
 - Escrow officer is responsible for her unit's escrow files
 - Take primary responsibility for escrow processing from opening to closing in accordance with state and federal escrow law and company policies and pursuant to instructions given by the parties.
 - Oversee the escrow process to complete the sale/purchase/refinance of real estate or a business. This includes, but is not limited to, carrying out the detailed instructions of the buyer, seller, and/or lender, and ensure that all legal requirements are met.
 - Receive funds and ensure that they are deposited and credited to the correct party according to the instructions given.
 - Receive documents and ensure they are prepared, executed, and delivered according to instructions given.
 - Ensure that all necessary conditions of the transaction are fulfilled.

- Ensure that all monies held are disbursed according to instructions. Provide an accounting of such monies.
 - Provide open and clear communication with all parties to ensure a smooth closure.
 - Ensure that the processing of individual items is scheduled and completed within necessary time frames. Ensure that proper attention is given and priorities balanced among all escrow files at any given time.
 - Alert parties to any potential conflict or problems; present possible resolutions.
 - Resolve conflicts and solve problems as needed within the parameters of the Escrow Officer's neutral position.
 - Maintain confidentiality of all customer and/or company related information (employee records, workflow process, etc.)
- **Customer service**
 - Provide customer services during office hours (M – F: 8:30 AM - 5:30 PM)
 - Return phone calls/emails within 24 hours (the next business day)
- **Sales**
 - Promote/maintain escrow business
 - Engage in sales activities and work with company marketing department to bring in new and maintain existing business to clients such as real estate agents, real estate brokers, mortgage brokers; 3rd parties such as title companies.
 - Proper professional dress code in the office, when visiting customers and anytime you are actively representing yourself as an escrow officer such as escrow association meetings, or you are representing Viva Escrow.
- **Managing**
 - **Manage unit's escrow files**
 - Maintain order of the escrow file according to company's guideline for easy access and easy auditing purpose.
 - **Manage unit's working environment**
 - Manager unit's working environment in a presentable manner such as: clean desks, files organized and paperwork filed.
 - Manage closed/cancelled files by:
 - Providing the necessary paperwork for scanning/storing and possible file auditing and file retrieval.
 - **Manage unit's P&L (Profit and Loss)**
 - Save unit's resources such as office supplies, messenger costs, electricity, etc.
 - **Manage staff within unit (if any)**

- Delegate/supervise escrow related work to staff to achieve unit's escrow processing responsibilities.
- **Training and development**
 - **Self**
 - Keep up with ever changing escrow laws, software tools, workflow process by:
 - Participating in the company's meetings, training and workshops.
 - Participating actively in the local escrow association's meetings, training and workshops.
 - Pursuing escrow industry certificates such as CET, CEO, CSEO, etc.
 - **Staff (if any)**
 - Identify training and development needs of subordinate staff
 - Train, develop and provide subordinate staff the knowledge and skills necessary to enhance their advancement in the escrow field.
- Perform other duties as assigned
 - Ensure effective inter-departmental communication; resolve problems, make suggestions on improvements between and among escrow units and/or departments.

QUALIFICATIONS:

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

- High school diploma or equivalent (GED) required; some college preferred; or equivalent combination of education and experience.
- Minimum four to five years of solid escrow experience required.
- Advanced knowledge of escrow-related laws, policies, and procedures required.
- Supervisory skills/experience desirable, not needed.

Skills and/or Abilities:

- **Skills**
 - Excellent organizing skills
 - Exceptional and proven interpersonal skills
 - Advanced problem-solving and conflict resolution skills
 - Exceptional multi-tasking skills
 - Proficient math skills (e.g., able to calculate discounts, interest, commissions, proportions, percentages)
 - Excellent oral English language communication skills, including clear and informative speaking and active listening
 - Excellent written English language communication skills, including clear and informative writing, effective presentation of numerical data, and accurate interpretation of written information (Good command of escrow terminology)
- **Abilities**
 - Ability to speak effectively to groups of customers and/or employees
 - Ability to communicate and/or explain complicated escrow/real estate terms to customers
 - Ability to write effective routine reports and correspondence and to proofread legal and technical documents accurately
 - Ability to remain current on customer and legal compliance issues
 - Ability to lead by example (e.g., consistently arrive at work, meetings, and appointments on time, treat others with respect and courtesy)
 - Demonstrated ability to organize, prioritize, and handle multiple tasks efficiently
 - Ability to interpret and follow complex legal and technical instructions furnished in written, verbal, diagram, or schedule form
 - Ability to be bonded
 - Ability to learn and utilize relevant job related software
 - Ability to manage difficult or emotional individuals effectively and appropriately
 - Ability to be flexible in working in a dynamic and sometimes stressful work environment
 - Ability to work well under pressure

- Ability to work long hours including working beyond office hours

PHYSICAL REQUIREMENTS:

- The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is regularly required to sit; use hands and finger, handle, or feel; reach with hands and arms; talk or hear; the employee is occasionally required to stand, walk, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, color vision, peripheral vision and ability to adjust focus.

WORK ENVIRONMENT:

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- The noise level in the work environment is usually moderate. While performing the duties of this job, the employee occasionally is exposed to risk of electrical shock.