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# Job Description

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**Role:** Title & Settlement Processor  
**Pay:** hourly \$14 – 19, depends on experience  
**Hours:** 40 hours per week, 8 hours per day.  
**Overtime:** 2 to 3 days per year), usually optional, team lead approval required  
**Hours:** 8:45 am – 5:15 pm, Monday – Friday  
**Breaks:** Unpaid, optional, up to 60 minutes per day (e.g. lunch, mental health break)  
**Days off:** 10 days year, unpaid

## **Help the team lead/title agent**

- Make the team lead's job easier, so that she can be more effective in the office.

## **Provide In-person/Customer Service**

- Arrive 15 minutes before office opens, i.e. at or before 8:45 am every day. Be available to provide customer service at 9 am.
- Attend to Walk-ins.
  - o Welcome and greet team members and customers with a genuine smile and a kind word. Make great first impressions! To customers, and all others who enter the door.
  - o For closing appointments gather necessary documents and information
  - o Offer complimentary beverage, and inform team member for whom the customer has come to see.
- Attend to Phones
  - o Answer all incoming calls within 2 rings and with a genuine smile.
  - o Distribute messages to team members.
  - o Return personal messages within 24 hours
- Email
  - o Be able to read and process over 200 emails per day.
  - o Be able to professionally write and respond to 100 emails per day.

## **Provide Pre-Closing Settlement prep for closer**

- Information sheets. Process buyer, seller and borrower information sheets to gather necessary information for title orders.
- Create hard files for all title orders, the same day order is received.
- Wood Destroying Organism Inspections. Confirm who is ordering; and that WDO was scheduled with inspector; Confirm receipt & clear if not clear then f/u on re-inspect
- Coordinating Mailouts. Coordinate with parties, lenders, and realtors when closing packages need to be mailed to a party prior to closing; modify schedule to accommodate. Ensure mail outs are returned and parties are updated on closing timeline.
- Coordinate with realtors contract items needed for closing, e.g.: Home Warranty invoice and disbursement authorizations from brokers, repair invoices, etc.
- Scheduling Closings with parties, realtors and lenders. Keeping appropriate parties updated if times change.

## **Provide Pre-Closing Title work for title agent/team lead**

- Surveys. Inquire w/ agents, or parties, a/b survey, if applicable order or confirm who is ordering the survey; ensure receipt of survey, then review, upload and send survey to buyer, buyer's agent, lender. Be able to quickly and accurately add in survey exceptions to title Commitment.
- Download current deed from county property appraiser's site; use to enter seller information in company software.

- Order title searches, code violations and permit searches through appropriate vendors and online systems.  
Ensure receipt of multitude of documents for closing
- Process title search bringdowns

**Provide Post-Closing Settlement work for team lead**

- Accurately scan & upload thousands of closing docs in one day for multiple parties to multiple title orders.
- Organize and Submit funding documents to lenders, ensure funding approval within 1 hour of closing.
- Put in envelopes and mail hundreds of invoices, letters, and checks each week, using stamps.com

**Provide team lead with an overall desired outcome** for next year working at Bright Light Land Title.

- Be agreeable to quarterly (20 minute) coaching meetings from team lead.