

**Job Title: Processor****Revised: October, 2014  
Reports to: Escrow Manager****COMPANY CONFORMANCE STATEMENTS:**

In the performance of their respective tasks and duties all employees are expected to conform to the following:

- Perform quality work within deadlines with or without direct supervision.
- Interact professionally with other employees, customers and vendors.
- Work effectively as a team contributor on all assignments.
- Work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations.

**OBJECTIVE:**

Under general supervision and according to general escrow procedures with limited instructions from supervisor, accepts Purchase Agreement or Contract for Sale of Real Estate and instructions from escrow principals and/or their lenders and performs the pre-closing process required for the financing or sale of single family, small multi-family, and condominium residences.

**ESSENTIAL FUNCTIONS:**

- 1) Accepts initial orders from Account Managers, fax machine, e-mail, or company website and reviews Purchase Agreement or Contract for Sale of Real Estate and instructions from escrow principals, verifies that they are correct and appropriate. Assists Account Managers, realtors and lenders with questions and/or problems relating to the title commitment and closing procedure.
- 2) Accepts and/or requests required documents or information from parties involved in the transaction, i.e. purchase agreement, lender information and survey, etc. Also accepts occasional deposits, when required by customer, from buyer/lender/seller in a timely manner.
- 3) Scans all incoming documents, i.e. purchase agreements, lender information, surveys, etc., within 24-hour timeframe where possible, to the router for attachment in processing. These documents become viewable to internal customers and the appropriate external customers.
- 4) Initiates actions for all outstanding documents or curative items. Works to complete all tasks associated with title commitment in order to clear title, i.e. municipal letter, health and hospital, solid waste and storm water letter, order payoffs, homeowner's association letter, etc., within required timeframe as dictated by scheduled closing date.
- 5) Where appropriate, accesses, answers and processes voicemail messages, coordinating with teammate, a minimum of once each hour.
- 6) Reviews title commitment to verify vesting and legal description for accuracy, including spelling of names. Verifies that commitment matches information given us by customers, purchase agreement and survey. Also verifies taxes.
- 7) Consults with examiner, lender and/or principals in reconciling discrepancies between instructions and title commitment.
- 8) Schedules closing when needed or requested with escrow principals and/or their lenders and assigns escrow officer or team to closing file.
- 9) Reviews files for completion and turn files over to escrow officer. Verifies the need to date down, update payoffs, and check taxes, if delinquent.
- 10) Maintains all actions and due dates for assigned processing pool. Completes all actions in ResWare® pertaining to processing.
- 11) Reviews and approves general POA documents and deeds prepared outside Meridian Title Corporation.
- 12) Responds promptly to customer inquiries on pre-closing issues, providing complete answers and solutions.
- 13) Performs other duties as assigned.

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**KNOWLEDGE, SKILLS & ABILITIES:**

Good working knowledge of computers. General understanding of residential real estate transactions, title and loan closing procedures. Strong communication skills and an optimistic, enthusiastic and professional attitude required to coordinate related activities, motivate and convince internal and external customers to successfully achieve end results. Knowledge of specific office procedures, company terminology, organizational structure and area of responsibilities and assignments. Must be able to determine and utilize the level of knowledge and job duties of company personnel, in order to maintain good service level and/or comply with special requests of internal or external customers. Impact of work is directly relevant to revenue dollars of the Company and subject to normal instructions and frequent supervisory review of goals, progress and end-results. The ability to develop rapport with customers is critical to maintain competitive market share. Outgoing personality and service orientation to maintain and help grow market share in a competitive business. Self-starter with excellent time management and organizational skills to shift schedules and offer prompt, reliable service. Other essential requirements include the ability to facilitate independence, accountability, creativity and a sense of professionalism, and maintain confidentiality.

**EDUCATION, EXPERIENCE & LICENSING:**

High school graduation/equivalent with four years of experience in escrow work or an equivalent combination of education and experience. State notary certificate and an active limited license for title insurance by the State where required.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee.

Agreed to by: \_\_\_\_\_  
Processor Signature Date

Printed Name: \_\_\_\_\_

Supervisor: \_\_\_\_\_  
Escrow Manager Signature Date

Printed Name: \_\_\_\_\_