

**Job Title: Closing Coordinator, National Commercial Services****Revised: April, 2018  
Reports to: Director, NCS****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, accurately prepares for and coordinates closings for sale and loan transactions on real property for which title is being insured.

**ESSENTIAL FUNCTIONS:**

- 1) Professionally communicates via phone or email with all parties involved with transactions, using encrypted email when appropriate (i.e., NPI being transmitted).
- 2) Appropriately documents files in ResWare® so that third party viewers of any file can easily determine the status of said file.
- 3) When coordinating closings with another title entity (usually in other states) acts as liaison for the Company's clients and other parties involved to ensure superior service throughout the transaction, reviews ALL signed documents for accuracy and completion according to instructions.
- 4) Coordinates the recordings of documents according to the Company, lender, state/local and CFPB standards.
- 5) Issues short form policies and/or follows up to confirm policies were issued.
- 6) Invoices customers and vendors (other title entities) when fees do not appear on Closing Disclosure.
- 7) Obtains vital information from client(s) as point of contact to allow for appropriate ordering of title products and/or settlement needs.
- 8) Sends out closing packages and follows up on post-closing issues to ensure that all conditions are met as required by the Company for the issuance of policy.
- 9) Works with other departments within the Company to understand/assure that Company protocol and practices are adhered to on Transactions falling under NAS states.
- 10) Tracks files that are fall-through/cancellations and advises production staff of invoicing needs. Follows up on commitments, searches and other products after orders have been placed.
- 11) Assists title and escrow staff with miscellaneous issues.
- 12) Performs other related duties as assigned.

**Job Title: Closing Coordinator, National Commercial Services**

**Revised: April, 2018  
Reports to: Director, NCS**

**KNOWLEDGE, SKILLS & ABILITIES:**

Good working knowledge of computers. Ability to retain and build upon knowledge as standards change within the company and industry. Ability to maintain excellent customer service and communication skills through both verbal and written formats. Ability to develop and maintain knowledge base of standard forms used industrywide on a multi-state basis (e.g., Deed of Trust vs. Mortgage, Deed of Gift vs. Quit Claim Deed, etc.). Possesses basic knowledge of title charges and premium calculation/remittance as well as splits, and a working knowledge of corporate billing/invoicing procedures.

**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.

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: \_\_\_\_\_  
Closing Coordinator, NAS Signature Date

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

Supervisor: \_\_\_\_\_  
Title Production Manager, NAS Signature Date

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