

Brightline Title- Client Team Manager

The Client Team Manager (CTM) serves as the primary liaison between the company and the client by planning and managing the clients' closing pipeline maximizing both transaction and service-related performance opportunities while promoting a positive work environment and inspiring their team. He or she will aim to achieve the highest levels of customer satisfaction by maintaining strict adherence to the clients' KPI and service expectations while resolving any outstanding issues.

Job Duties:

Closings/Conversion Performance

- In addition to any client supplied goals, CTM will manage to the conversion rate set by the company for each client.
- CTM shall drive the team's closing performance utilizing the company's reporting tools to ensure currency and accuracy.
- Maintain a consistent individual pipeline of files (either processing or closing) to better identify potential issues or changes needed as well as to stay engaged in the nuances of the client(s) and help the team in meeting goals. This is a production role.

Client Relations

- Participate in all applicable client status meetings with leadership team.
- Coordinate, oversee, or conduct training and cross-training as needed within the team.

Requirements:

- 3-10 years experience as a real estate closer/escrow officer/title curative or similar responsibility;
- 3-10 years of managerial experience;
- Licensed title agent preferred;
- Excellent communication skills;
- Detailed oriented;
- Soft Pro experience preferred;
- Leads by example.

About Brightline Title:

Brightline Title (www.brightlinetitle.com) was developed by the legal experts at ALAW to provide national title services with unparalleled efficiency and security. Brightline Title provides its customers with comprehensive title insurance, escrow, and closing services backed by a title security and compliance guarantee. Our experienced team of professionals approach every transaction with the same focus on unparalleled efficiency, security and success.

Now in its 20th year, ALAW's expanding practice includes every financial vertical, including, but not limited to, unsecured personal finance to commercial secured lending, serving institutional and private lenders, financial institutions and hedge funds throughout the loan life-cycle from securitization through origination and asset reclamation.

Brightline Title offers a full range of benefits (medical, dental, vision, company paid life insurance, company paid short term and long term disability, 401k, holidays, paid time off), a competitive salary range based on experience, and monthly bonuses based on achieving stated goals.