

Position: Loan Coordinator

Who We Are:

Renovo Financial is a rapidly-growing Chicago-based private lender serving real estate investors who acquire and renovate single and multi-family residential properties. We pride ourselves on supporting clients by providing unparalleled service, from the loan application through the payoff. Renovo's reliability and "win-win" solutions-oriented approach is just one reason why our repeat and referral rates far exceed the industry average. In 2017, Renovo was honored to be named Crain's 2nd fastest growing company in Chicago and again in 2018 as the 6th fastest growing company in Chicago.

Position Summary:

The Loan Coordinator has two primary responsibilities; to orchestrate a smooth closing on new loans & deliver excellent post-closing customer service. They are expected to zero-in on a closing date and ensure that all necessary parties are consistently updated throughout the loan application process. Post-closing, they assist their Renovo POD in ensuring the client's insurance is up to date, extensions are received, and modifications get signed in a timely manner. The Loan Coordinator is empowered to ensure the client has an amazing experience, with the goal in mind that the client can't imagine a world without Renovo.

Responsibilities:

- **Customer Service**
 - o Order appraisals, order title, & coordinate with insurance agent to bind insurance
 - o Consistently update all parties involved in the transaction (client, attorneys, agents, title company, etc.)
 - o Successfully deliver on a smooth closing experience for our borrower and the team
 - o Proactively reach out to clients and vendors who have not responded to our automatic NPS surveys
- **Documentation**
 - o Review and approve entity documentation
 - o Prepare Loan Closing Package 48 hours in advance of closing
 - o Review Loan Closing package to ensure it is signed correctly by all parties
 - o Examine waived/marked up title per Renovo's legal counsel instructions
 - o Authorize Funding for the Transaction
- **Post-Closing Customer Coordination:**
 - o Ensure all approved modifications and extensions are signed timely and appropriately
 - o Follow-up on upcoming insurance expirations and get policies updated

Behavioral Characteristics

- **Great Attitude:** You always come into work with a positive attitude and a "I will find a way to get it done" mentality
- **Proactiveness:** The Loan Coordinator proactively addresses all functions of their closing and post-closing responsibilities.
- **High-energy:** Your enthusiasm motivates everyone you collaborate with.
- **Leadership:** You emulate positive behaviors for the entire POD and lift up those around you.
- **Accuracy:** The Loan Coordinator is vigilant in the accuracy of all items they touch (ex. Pre-Close checklist and Client Communication).

Success Factors & Matching Measurements (Measurements to be reviewed Monthly and Bi-Annually)

- **Success Measurement:**
 - o You are able to coordinate approximately 20 - 25 loan closings a month
- **Success Measurement:**
 - o NPS Score: 80+ & Response rate of 60%
- **Success Measurement:**
 - o Vendor Contact Entry: Ensure a minimum of 70% of affiliated vendor contacts are entered into the NPS Object for Purchase transactions
- **Success Measurement:**
 - o Post-Closing Compliance – 0 Force Placed Insurance or Maturity Defaults at the end of the month