

## Position: Production Assistant

### 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.

### Position Summary

The Production Assistant is the main support and leverage for top-performing VP's of Lending. You will gather, organize, and maintain up-to-date loan files for the VP's book of business. You will capture the structure and context of each deal and work closely with Renovo's loan processors to ensure the deals can be efficiently processed and underwritten. Your success in this role provides the leverage a VP needs to effectively serve current customers, continue to grow strategic relationships, and bring in lots of new business. In addition to the VP of Lending, you are the main point of contact for customers as you help them through the loan process. You are the glue between Processing and the VP of Lending.

### Corporate Mandates

- Collaborate closely with VP's to document the structure of a deal
- Draft, Issue, & Collect LOI's.
- Follow-up consistently on the Document Needs List with client
- Follow-up and help maintain strategic partnerships
- Responsible to maintain up-to-date lead funnel
- Enter Stated Loan Info into Renovo's CRM
- Manage Calendar and Schedule for VP of Lending
- Coordinate High-Trust Transfer of Loan File to Loan Coordinator

### Success Factors & Matching Measurements

- **Success Factor & Matching Measurement 1**
  - o Success Factor: You and your VP of Lending exceed 15+ loans per month
  - o Matching Measurement: Rehab Pipeline report from Salesforce
- **Success Factor & Matching Measurement 2**
  - o Success Factor: Clients consistently report being amazed by Renovo's speed and efficiency in processing/underwriting
  - o Matching Measurement: Monthly NPS score of 80, Beginning of the Loan Response Rate of at least 50%, and great customer feedback in customer comments
- **Success Factor & Matching Measurement 3**
  - o Success Factor: Fully Baked Loan File with all supporting documentation
  - o Matching Measurement: Renovo's Document Vault has all green check marks before going to underwriting (works with Processor) and all Origination fields are filled out on Salesforce

### Behavioral Characteristics

- **Great Attitude:** You always come into work with a positive attitude and a "will find a way to get it done" mentality
- **High-energy:** Your enthusiasm motivates everyone you collaborate with, including your VP of Lending, Processors, and most importantly, your clients
- **Organized:** You must be extremely organized to ensure we fully understand the details of the loans we are processing and we minimize the # of times we unnecessarily reach out to a client
- **Say "Yes":** You always find a way to say, "Yes" to all reasonable requests from all internal clients (employees) and external clients (customers)