



**Position:**

**Servicing Operations Manager**

**Who We Are:**

Renovo Financial is a Chicago-based business-purpose mortgage originator and servicer. Renovo was founded in 2011 and in the past 24 months has expanded from Chicago to de novo offices in other major MSAs across the country, including Boston, New York, Dallas, and Miami. Having previously been recognized by Crain's as one of the Top 50 fastest growing companies in Chicago (2017-2018), and backed by a group of prominent institutional investors, Renovo is currently on a trajectory to grow by over 300% in 2021.

**Position Summary:**

The Servicing Operations Manager will be responsible for the daily oversight of the servicing portfolio and operations staff, including the development of processes and procedures. The role includes team management and leadership activities including working closely with the business unit leaders to ensure cross-functional alignment with the overall business objectives.

**Responsibilities:**

- Spearhead a proactive and positive servicing culture in the operations team
- Work with Legal and Compliance to develop and enforce an organized structure to daily activities, including regular audits
- Staff development, recruiting, and training to grow with the organization goals
- Collaborate on best practices and efficiency gains within the operations arena
- Direct management and oversight of loan boarding, documents, escrow, statements, and payments teams in the servicing space
- Work special projects when needed

**Position Requirements:**

- 3+ years in a Mortgage operations leadership role with a focus on boarding, documents, escrow, and payments
- Effective people leader and deadline management
- Ability to identify gaps and any possess problem solving skills
- Provide best in class servicing experience for internal and external clients
- Excellent organizational abilities and time management skills
- Ability to multitask and meet deadlines
- Effective communication skills, both written and spoken
- Team-oriented personality
- Willingness to adapt and change with a fast-growing company