**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. Renovo was honored to be named one of Crain’s 50 fastest-growing Chicago companies.

**Position Summary:**

The SVP of Pipeline Management role was created to install harmony and certainty in an ever-growing organization. The SVP of Pipeline Management is an excellent leader who has direct reports that perform the daily function of Pipeline Management for different lending teams at Renovo. The direct reports of this SVP of Pipeline Management, the Pipeline Managers, are expected to effectively manage the processing pipelines of Loan Officers who have achieved a predetermined volume threshold. They are responsible for ensuring the movement of LO units from the LOI stage through to funding, ideally without a hiccup. This role is integral in the organization because it provides certainty to the many lines of business interested in ensuring the “trains are always moving on time.”

**Ideal Candidate:**

The ideal candidate for this role will have:

* 5+ years of experience in loan operations
* Experience helping a team manage a loan pipeline and providing expertise on how to help the team “unstick deals”
* Experience leading a group of pipeline managers
* Experience with both on-balance sheet and off-balance sheet lending activities
* Extensive real estate lending experience (construction lending preferred)
* Strong communication skills
* Strong technical skills

**Responsibilities:**

* Perform the pipeline management for Renovo’s Emerging Markets Team (AKA “The On-Boarding Pod”). This team typically consists of 5-7 new Loan Officers/Markets.
* Manage a team of Pipeline Managers who are assigned to individual Renovo Teams (Pods). This person leads by example and ensures the following is always happening on their own On-Boarding Pod, as well as the Pods of the pipeline managers who report to them:
	+ Operational ownership of the VP’s transaction:
		- Utilize the functionality of reporting tools to audit the pipeline and loan level detail daily
		- Manages 90% process related issues for the LO
		- Proactively manages the LO pipeline to ensure on time closings
		- Monitor the tasks performed by Production Assistant, Credit Analyst, and Loan Coordinator to ensure that loans are happening within time to task
		- Follow up immediately with Team members on tasks outside of expected turn time
	+ Pod management and development:
		- Training and integration of new team members
		- Leverage reporting data to provide both real time and routine coaching
		- Ensure proactive communication with customers and referral partners from all Pod members
	+ Customer Satisfaction and Experience
		- Reaching out to clients who rate Renovo as an 8 or lower on the Renovo NPS surveys.
		- LO escalation point for loan level and Team related issues

**Success Factors:**

* **Pipeline Predictability/Cash Management –** The SVP: Pipeline Management can predict within a 10% threshold, the expected $’s of closings for the month for the whole company
* **NPS –** Renovo’s annual NPS Score continues to trend in the 90’s, with at least a 35% response rate
* **On-Board at least 2 additional pipeline managers semi-annually (starting in July of 2022)**

**Behavioral Characteristics:**

* **Ambition:** You take stuff on without waiting to be told what to do. The ideal candidate needs to have a strong desire to do whatever it takes to operate the department. They must have a desire to excel.
* **Pride:** Take pride in your work & the work of your team. You recognize that the quality of work presented by your team is a representation of you
* **Open-minded:** Always seek to find and develop creative solutions. Must be able to accept and give constructive criticism
* **Adaptability –** The ideal candidate is proficient at analyzing any situation through multiple perspectives including the Lender, Borrower, or any other party to the loan.