



222 West Adams Street, Suite 3150, Chicago, IL 60606 |
312.279.7305 | www.renovofinancial.com

Position: Client Vice President

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 two reasons 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. Come join us, its "win-win!"

Position Summary:

The Servicing Department's primary responsibility is to manage all transactions throughout the life of a loan post-closing.

The Client Vice President serves as an oversight partner and relationship manager within the Servicing Department. The Client VP manages the Investor Client relationship, reporting, and account handling. The Client VP also serves as a liaison for the Originations Department and fulfills the servicing need to assist in problem solving, future growth opportunities and process improvement, as it relates to the organization and Investor Client. They will partner with the Director of Servicing, SVP of Servicing, and various department heads towards the ongoing growth, training, development, and mentorship of both the Loan Servicing Associates (LSA) and organizational leaders. The Client VP serves as the first-level escalation point of contact for the Investor and prioritizes the need to escalate to the Director of Servicing.

- Manage relationship with Investor clients, proactively managing clients' expectations to increase loan performance and minimizing loss within their portfolios.
- Manage collection strategy and handling of default portfolio.
- Actively and effectively communicate with clients and internal business units.
- Manage all communication with clients as the primary point of contact within the organization.
- Manage the collection strategy on priority loans with the support of the LSA team.
- Prioritize and manage the need to escalate to the Director of Servicing.
- Cross-Sell additional services and products.
- Be an integral member of the implementation team for new client onboarding.
- Lead and execute default servicing strategies.
- Manage other duties as assigned.

Ideal Candidate:

The ideal candidate for this role will have:

- Ability to work a hybrid schedule (this is a work from home/in-office position) by living in Chicago or the Chicagoland area.
- Ability to multi-task while maintaining high attention to detail.
- Manage daily tasks and prioritize workload independently.
- Ability to interface with all levels of the organization from loan closers to senior management.
- Team-player who will work to find solutions.
- Public speaking and high-level client interaction required.
- Strong problem-solving and critical thinking skills.
- 5+ years experience in loan servicing is required.
- Proficiency in Microsoft Office, Excel & PowerPoint is required.
- Experience with Salesforce is a plus.
- Experience in real estate a plus but not required.



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Behavioral Characteristics:

- **Self-Motivated:** You take on tasks without waiting to be told what to do.
- **Positive Attitude:** You approach situations with a proactive and positive attitude.
- **Determined:** You stay on course even during difficult assignments and you crave opportunity for advancement.
- **Team Player:** You believe that to be successful you need to leverage and trust your team. You lead by example.
- **Openminded:** You always seeks to find and develop creative solutions.

Renovo Financial is an equal opportunity employer. Renovo Financial does not discriminate in any employment actions (including hiring decisions) with regard to race, color, religion, national origin, citizenship status, ancestry, age, sex (including sexual harassment), sexual orientation, gender identity and expression, marital status, disability, military status or unfavorable discharge from military service or any other characteristic protected by law.

Renovo offers a 401k plan with employer match, paid time off, observance of company-paid holidays, medical, dental, vision benefits for employees and their dependents, maternity benefits and more.