



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

Position: Loan Servicing Associate

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 Loan Servicing Associate is responsible for processing all post-closing document related transactions to the loan in the servicing system, organizing an archiving system and retrieving documents upon request. This entails utilizing several different sources of data and coordinating with other members of the Servicing Department and with other aspects of the business. In this capacity the Loan Servicing Associate must demonstrate an ability to work both within the Servicing Department, across other departments and third-party vendors to complete required tasks in a timely and accurate manner. Proficiency in Microsoft Office is required and experience with Salesforce is a plus. The role of the Loan Servicing Associate encompasses the following responsibilities:

- Intake collateral from newly closed loans
- Organize an archiving system online and onsite collateral files
- Label, sort, and categorize documents for ease of use
- Retrieve documents upon requests from investors and management
- Outline a long-term storage strategy
- Collaborate with colleagues to ensure consistency of documentation practice across the Servicing Department
- Assist with both internal and external audits
- Control access to documents
- Utilize storage software applications and spreadsheets for electronic filing
- Proofread documents upon request
- Remove documents that are obsolete and overseeing document destruction requirements
- Draft Extension, Releases/Satisfactions and loan modification agreements
- Ensure documentation integrity
- Adhere to regulatory requirements
- Manage incoming mail distribution across departments.

Ideal Candidate:

The ideal candidate for this role will have:

- Preference of someone in the Chicagoland area as this is a hybrid work from home – in-office position.
- Ability to multi-task while maintaining high attention to detail
- Manage daily tasks and prioritize workload independently
- Physical strength and stamina for heavy lifting
- Excellent written and verbal communication
- Outstanding organizational skills
- Ability to interface with all levels of the organization from loan closers to senior management
- Team-player that will work to find solutions



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- Strong problem-solving and critical thinking skills
- Previous experience in loan servicing is a plus but not required
- Proficiency in Microsoft Office is required
- Experience with Salesforce is a plus
- Experience with 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:** 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 matching, paid time off, observance of company paid holidays, medical, dental, vision benefits for employees and their dependents, maternity benefits and more.