



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 initial communications with borrowers and internal stake holders. The Loan Servicing Associate is responsible for managing multiple external and internal email inboxes along with incoming phone calls. This entails utilizing several different sources of information 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 with our borrower's 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:

- Manage internal and external communication via email and phone with upmost professionalism
- Ability to research complex loan issues and find solutions, preferably with one call resolution
- Setting and maintaining communication follow ups internally and externally
- Be a subject matter expert across various departments
- Educate internal and external stake holders on loan terms as well as policy & procedures
- Outline a long-term communication strategy
- Contribute to creation and publishing of policies, procedures, and job aids
- Forecast and resolve issues before they occur with a proactive mindset
- Contribute ideas and strategies to improve experience for both internal stake holders and borrowers

Ideal Candidate:

The ideal candidate for this role will have:

- Experience demonstrating excellent written and verbal communication with a customer first mindset
- Reside in the Chicagoland area
- Ability to multi-task while maintaining high attention to detail
- Manage daily tasks and prioritize workload independently
- Outstanding organizational skills
- Ability to interface with all levels of the organization from entry level associates to senior management
- Team-player that will work to find solutions
- Willingness to learn and develop as well as adapt to change
- In Office role with minimum flexibility for remote work
- 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.