



EXTERNAL JOB POSTING

GENERAL INFORMATION	
Job Title:	Title Services Coordinator
Location:	Norwalk, CT
FLSA Status:	Salary/Exempt
POSITION SUMMARY	
<p>Order, track and deliver title insurance and municipal search orders for title agents. Develop and maintain relationships with title agents, title search vendors and their staffs. Identify potential improvements to title search order and delivery procedures and coordinate with Agency Advisors/ Sales Reps and Manager and other CATIC personnel in the implementation of such improvements.</p>	
ESSENTIAL DUTIES AND RESPONSIBILITIES	
1.	Coordinate and schedule with title agents and their staffs regarding the procedures, formatting and special instructions for their title searches.
2.	Review of title search products delivered.
3.	Assign title search orders to search vendors.
4.	Adjust pricing on searches as needed.
5.	Proactively track orders using existing systems and/or implementing more efficient solutions.
6.	Review and request correction of errors in title search product.
7.	Train internal staffing on order flow and delivery process.
8.	Train title agents and their staff on ordering searches and process.
9.	Train and recruit title search vendors on use of CATIC programs for delivery of title searches.
10.	Work with I.T. department to develop method to monitor and follow up on overdue title and municipal search orders.
11.	Work with I.T. department as needed to develop future upgrades to meet tracking and reporting needs of Norwalk office. Identification of issues, problems and trends within title agent offices regarding search orders and communication to agent representatives, manager and other CATIC personnel.
12.	Regularly participate in sales meetings and other CATIC staff meetings.
QUALIFICATION REQUIREMENTS	
<p>To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</p>	

1.	Motivated self-starter who can work independently to accomplish Company goals.
2.	Exceptional customer service skills and a commitment to providing extraordinary service.
3.	Strong interpersonal skills, maturity and good judgment and capable of communicating with a diverse range of individuals.
4.	Excellent oral and written communication skills.
5.	Ability to work as part of a team.
EDUCATION / TRAINING / OTHER RELEVANT EXPERIENCE	
1.	Bachelor's degree, Paralegal Certificate or equivalent work experience.
2.	At least 5 years of experience working as a real estate paralegal, or at least 5 years of experience working in title search industry
3.	Experience in reviewing title and municipal searches
4.	Knowledge of title production software systems and general real estate closing matters.
5.	Ability to review and understand a title search.
6.	Familiarity with Microsoft Office Suite including Excel.
EEO STATEMENT	
<p>CATIC Financial, Inc. and its subsidiaries are committed to providing equal employment opportunities to all employees and applicants for employment and to maintaining a work environment that is free from discrimination without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, we comply with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.</p>	