



## EXTERNAL JOB POSTING

GENERAL INFORMATION	
<b>Job Title:</b>	<b>Lien Release Specialist</b>
<b>Location:</b>	<b>Rocky Hill, CT</b>
<b>FLSA Status:</b>	<b>Hourly/Non-Exempt – Part-Time (20-24 hrs/wk)</b>
POSITION SUMMARY	
<p>Fulfill customer service requests of, members, law firms, lenders and municipalities; accurately and efficiently work all aspects of the CATICTrac Release Tracking Program. Support growth and improvements to the service.</p>	
ESSENTIAL DUTIES AND RESPONSIBILITIES	
<b>1.</b>	Respond promptly to customer service requests.
<b>2.</b>	Log-in requests, calendar for follow-up, produce follow-up letters, log-in, copy and mail releases.
<b>3.</b>	Handle correspondence from law firms, lenders, agents and municipalities.
<b>4.</b>	Verify recording fees, service fees, release for recording, and send to town hall for recording.
<b>5.</b>	Contact lenders to request the document(s) required to clear title.
<b>6.</b>	Contact lenders when release is not received.
<b>7.</b>	Provide customer with proper recording information.
<b>8.</b>	Build and update a database of national lender, industry, Town Clerk & County Registry contacts.
<b>9.</b>	Perform online document retrieval on the various Town Clerk & County Registry websites.
<b>10.</b>	Occasionally participate in lender, realtor or other industry related groups by attending functions that occur after normal business hours and/or may include overnight travel.
<b>11.</b>	Understand and support departmental goals.
<b>12.</b>	Participate in departmental meetings and assist staff and/or manager in special projects.
<b>13.</b>	Maintain in-depth working knowledge of department systems and processes.
<b>14.</b>	Act as a resource in resolving member/agent issues brought to the department.
<b>15.</b>	Perform other duties as required.
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.	Superior customer service attitude and skills.
2.	Effective oral and written communication skills.
3.	Ability to prioritize and multi-task.
4.	Strong organizational skills.
5.	Ability to read, analyze, and interpret an extensive variety of instructions, both oral and written.
6.	Computer literate, proficiency in Microsoft Office Software.

### **EDUCATION / TRAINING / OTHER RELEVANT EXPERIENCE**

1.	High School Diploma or GED required.
2.	Real Estate Paralegal certificate and experience preferred.

### **EEO STATEMENT**

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.