

Are you ready to join a dynamic team that helps you reach your potential while affording you time to enjoy all life has to offer? If you are, then Village Mortgage culture and philosophy may be the right fit for your talents. We are a family oriented business that offers flexible work schedules and understands the importance of work-life balance. We offer full benefits and advancement opportunities for those who excel. Our employees enjoy a friendly and fun work environment along with modern and comfortable office spaces utilizing the latest in technology.

Village is looking for a Closing Administrator in our Avon, CT location

Reviewing all legal closing documents for accuracy; clearing title; verifying property titles are transferable; providing all involved parties with completed financial documents

Key Responsibilities

- Communicate with title companies to gather information for accurate CLOSING DISCLOSURE preparation; coordinate delivery of the documents.
- Communicate with the title company on outstanding closing conditions required to fund the loan.
- Verify that closing documents are signed and dated accurately and according to lender instructions.
- Prepare funds requests so that mortgage loan funds are delivered to the title company for funds disbursement
- Coordinate with other associates to create seamless closing process for customer.
- Handle closing issues and/or complaints from customers regarding the closing process and advance closing issues to team management.
- Implement company processes during closing process for highest level of customer service.
- While performing the duties of this position, the employee will view, have access to, and work with confidential financial data. The employee in this position must adhere to strict confidentiality policies and procedures.

Core Competencies

- Flexible, Detail Oriented, Customer focus, Team working, Initiative, Problem solving, Organized, Self-motivated

General

- Adopt the Village culture of Professionalism, Integrity, Effectiveness and Dynamic attitude that contributes to an internal environment of teamwork and promotes a positive brand image to our external customers.
- Comply with Village procedures, policies and regulations relevant to this role. Undertake relevant training on Village policies and procedures as delivered by the line manager, the Human Resources department or compliance, risk, internal audit teams either directly or via Digital University.
- Computer skills: good working knowledge of MS office
- Communicate effectively with others, both verbally and in writing
- Proven background in accurate, high volume data entry
- Proven ability to manage time, meet deadlines and prioritize
- Maintain standards and professionalism during periods of fluctuating workloads
- Provide professional service to direct customers of Village Mortgage in all interactions.
- Maintain team standards through supporting other team members in achieving their service/quality levels and targets, as required.
- Build effective working relationships with other team members.
- Manage daily tasks to ensure business needs are consistently met.

Education and Qualifications

- High School Diploma (or equivalent) is required

Village Mortgage continues to be a leader in mortgage lending, celebrating 20 years of helping people become homeowners. We offer innovative technologies, an expansive mortgage product line, competitive rates, and exemplary customer service that makes Village Mortgage New England's premiere choice for local mortgage lending. Village Mortgage has over 100 employees in 15 offices throughout Connecticut and Massachusetts and is licensed in Connecticut, Massachusetts, Rhode Island, New Hampshire, Vermont, Maine and Florida. Village Mortgage Company offers USDA, FHA, and VA mortgage financing, and is a direct seller and servicer for both Fannie Mae and Freddie Mac.

To learn more about Village Mortgage, visit <https://villagemtg.com>