

Department: Closing Services  
Reports To: ESS Team Leader and/or Senior VP Commercial & Residential Services Division  
FLSA Status: Non-Exempt  
Classification: Regular, Full-Time

### **UNIVERSITY TITLE COMPANY MISSION, VISION, AND CORE VALUES:**

- University Title's Mission:
  - Our mission is to provide exceptional title services that make us the first choice in our market areas.
  
- University Title's Vision:
  - To be known as a premier title company throughout the state of Texas.
  - We will move from being good to being great.
  
- University Title's Core Values:
  - We treat all individuals with respect and dignity.
  - We strive to be an employer of choice in our markets.
  - We are responsible to the communities we work in to be an excellent corporate citizen.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

#### A. Team Responsibilities:

- Communicates openly and frequently with team members
- Cooperates with team members
- Offers ideas and opinions including constructive criticism
- Helps fellow team members complete tasks when needed
- Listens to other team members when needed
- Supports other team members through encouragement and empathy
- Is open to the ideas and opinions of fellow team members

#### B. Individual Responsibilities:

- Upload surveys, invoices, termite reports, tax certificates, payoffs, etc.
- Copy documents after closing
- Send out checks and lender packages
- Send FedEx packages and mail-outs
- Upload and file 1099's
- Supply copy and fax machines
- Send copy of address sheet to all parties
- Organize and brad down documents in file
- Track file to Post Closing
- File stray documents
- Send out executed copies to customers after closing

#### C. University Title Company Core Value Responsibilities:

- Provide exceptional title services
- Treat all individuals with respect and dignity
  - Provide excellent customer service
  - Treat competitors and other service providers fairly and with respect.

- Contribute to University Title Company being an employer of choice in our market areas
  - Treat other employees with respect and dignity
  - Maintain a high work ethic
  - Strive to reach individual goals
- Contribute to making University Title Company an excellent corporate citizen in the community

**SUPERVISORY RESPONSIBILITIES:**

- None

**QUALIFICATIONS:**

A. Education and/or Experience:

- Bachelor's degree preferred but high school diploma or general education degree (GED) required

B. Language Skills:

- Excellent communication skills (oral & written) required.

C. Mathematical Skills:

- Ability to add, subtract, multiply, and divide using a calculator.

D. Analytical & Problem-Solving Ability:

- Ability to apply common sense / practical approaches to solving concrete problems.
- Ability to carry out detailed but non-technical written and oral instructions.
- Ability to resolve common clients / customer / visitors' problems in a positive, calm, and professional manner.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

- Computer and typing skills are required
- Proficient in Microsoft Office products

**PHYSICAL DEMANDS:**

- While performing the duties of this job, the employee is required to talk and hear.
- The employee is occasionally required to stand; walk; use hands to finger, handle, or feel; and reach with hands and arms.
- The employee must occasionally lift and/or move up to 25 pounds.
- Specific vision abilities required by this job include close vision.

**WORK ENVIRONMENT:**

- The noise level in the work environment is usually moderate.

**OVERTIME REQUIREMENTS:**

- There are times during the year when overtime is absolutely necessary in order to complete an employee's work duties.
- This position is eligible for overtime pay.
  - The employee will be paid one and one-half times his/her regular hourly rate for any time physically worked over 40 hours in the workweek.
- The workweek is based on Monday-Sunday, and overtime is calculated after an employee has "physically" worked 40 hours in that week.
  - "Physically" is defined as hours spent actually working. Paid time off, leave time, and holidays do not count toward overtime hours.

**ADDITIONAL QUALIFICATIONS:**

- Customer service focused
- Work well under pressure
- Remain flexible under changing schedules and demands
- Maintain a high level of professionalism in dress and demeanor
- Good interpersonal skills
- Good listening skills

**NOTE:** *The above job description is intended to describe the major functions and characteristics of this job. It is not intended to describe all the functions or responsibilities, which may be assigned to the incumbent employee. It is always within the employer's right to add to, delete from, or further modify this job description at any time. This document is not to be construed as an employment contract of any type.*