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## **Position: AVP of Payments and Statements**

### **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 one reason 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 and the 2022 + 2023 Top Workplace winner, as recognized by The Chicago Tribune, and 2023 Best Workplace by Inc. Magazine.

### **Position Summary:**

As the AVP of Payments and Statements at Renovo, you will be a pivotal leader responsible for overseeing the seamless execution of payment processing and statement management within our mortgage servicing division. Your role will involve a blend of strategic thinking, operational expertise, and team leadership to ensure accuracy, efficiency, and customer satisfaction in all payment-related interactions. This position is exempt from overtime. In this role, you will report directly to, VP Client Services/Payments & Statements at Renovo Financial.

### **Responsibilities:**

- **Strategy and Oversight:**
  - Develop and execute strategic plans for the payments and statements department in alignment with the company's objectives.
  - Establish and implement best practices to optimize payment processing, statement generation (both monthly billing and ad hoc payoff requests), and associated systems.
  - Ensure compliance with regulatory standards and industry requirements pertaining to payments and statements.
- **Operational Management:**
  - Supervise day-to-day operations, including payment processing, statement generation, and reconciliation activities.
  - Collaborate with cross-functional teams to streamline processes, enhance operational efficiency, and minimize errors.
  - Help further create, track, and monitor key performance indicators (KPIs) to assess departmental performance and implement improvements.
- **Technology and Innovation:**
  - Evaluate, select, and implement new technologies or enhancements to existing systems to improve payment processing and statement delivery.
  - Drive innovation by exploring and implementing cutting-edge solutions to enhance customer experience and operational efficiency.
- **Team Leadership and Development:**
  - Lead and mentor a team of payment and statement professionals, fostering a culture of accountability, collaboration, and continuous improvement.
  - Provide guidance, training, and support to team members to ensure high-quality work output and professional development.
  - Perform weekly one on ones and side by sides with staff to further foster job performance and professional development.



- Customer Experience Focus:
  - Collaborate with customer service teams to address payment-related inquiries and issues promptly and effectively.
  - Enhance the overall customer experience by ensuring accuracy, clarity, and timeliness in statements and payment processes.

**Ideal Candidate:**

The ideal candidate for this role will have:

- Bachelor's degree in real estate, Finance, Business Administration, or related field.
- 3+ years of progressive experience in mortgage servicing or related financial services, with a focus on operations.
- Strong understanding of mortgage servicing operations, regulations, and compliance requirements.
- Proven track record of leadership, strategic thinking, and operational excellence.
- Experience managing teams and driving process improvements.
- Exceptional communication, problem-solving, and analytical skills.

**Behavioral Characteristics:**

- **Ethical Conduct:** Uphold the highest standards of ethical conduct and professionalism.
- **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.
- **Adaptable:** Ability to collaborate effectively with cross-functional teams and work in a fast-paced, dynamic environment.
- **Team Player:** You believe that to be successful you need to leverage and trust your team. You lead by example.
- **Open-Minded:** 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 full-time employees a 401k plan with employer matching, paid time off, observance of company paid holidays, medical, dental, vision benefits for employees and their dependents, voluntary benefit offerings (life insurance and short-term disability), pre-tax FSA, commuter and dependent care benefits, maternity/paternity, hybrid work schedule, and more.*