



222 West Adams Street, Suite 3150, Chicago, IL 60606 | 312.279.7305 | www.renovofinancial.com

Position: Loan Closer

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:

The Closer has two primary responsibilities; to orchestrate a smooth closing on new loans & deliver excellent post-closing customer service. They are expected to zero-in on a closing date and ensure that all necessary parties are consistently updated throughout the loan application process. Post-closing, they assist their Renovo POD in ensuring the client's insurance is up to date, extensions are received, and modifications get signed in a timely manner. The Closer is empowered to ensure the client has an amazing experience, with the goal in mind that the client can't imagine a world without Renovo.

Responsibilities:

- Customer Service
 - Order appraisals, order title, & coordinate with insurance agent to bind insurance.
 - Consistently update all parties involved in the transaction (client, attorneys, agents, title company, etc.).
 - Successfully deliver on a smooth closing experience for our borrower and the team.
 - Proactively reach out to clients and vendors who have not responded to our automatic NPS surveys.
- Documentation
 - Review and approve entity documentation.
 - Prepare Loan Closing Package 48 hours in advance of closing.
 - Review Loan Closing package to ensure it is signed correctly by all parties.
 - Examine waived/marked up title per Renovo's legal counsel instructions.
 - Authorize Funding for the Transaction.
- Post-Closing Customer Coordination
 - Ensure all approved modifications and extensions are signed timely and appropriately.
 - Follow-up on upcoming insurance expirations and get policies updated.

Ideal Candidate:

The ideal candidate for this role will have:

- The ability to coordinate approximately 20 - 25 loan closings a month.
- Maintain an NPS Score: 80+ & Response rate of 60%.
- Vendor Contact Entry: Ensure a minimum of 70% of affiliated vendor contacts are entered into the NPS Object for Purchase transactions.
- Post-Closing Compliance – 0 Force Placed Insurance or Maturity Defaults at the end of the month.



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.