



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

Position: Loan Servicing Associate – Boarding Analyst

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 Servicing Department's primary responsibility is to manage all transactions throughout the life of a loan post-closing. The Loan Servicing Associate is responsible for boarding newly originated loans, boarding service transfer loans, and performing system loan maintenance (aka special loan servicing) on a scheduled basis. This entails utilizing several different sources of data, conditioning and combining it into a ready-to-load format as well as manual data entry as needed, then quality checking the upload. Additionally, the Loan Servicing Associate will be coordinating with other members of the Servicing Department and with other aspects of the business. In this capacity the Loan Servicing Associate must demonstrate an ability to work both within the Servicing Department, across other departments and with third-party servicers and originators to complete required tasks in a timely and accurate manner.

Responsibilities:

- Condition, consolidate, and load data from newly closed loans and transferred loans.
- Manual data entry for loan boarding and loan maintenance.
- Periodic maintenance and updating to non-payment loan information.
- Coordinate, assist and participate in special projects across departments.
- Assisting in documenting processes in P&Ps and Job Aids.
- Identify areas of process improvement and propose data-based solutions.
- Ensure consistency of documentation practice across the Servicing Department.
- Assist with both internal and external audits.
- Adhere to regulatory requirements.



Ideal Candidate:

The ideal candidate for this role will have:

- Preference of someone in the Chicagoland area as this is a hybrid work from home – in-office position.
- Ability to multi-task while maintaining high attention to detail.
- Manage daily tasks and prioritize workload independently.
- Intermediate to advanced skills with Microsoft Excel.
- Experience conditioning and auditing large data sets.
- Excellent written and verbal communication.
- Willingness to become a notary.
- Outstanding organizational skills.
- Ability to interface with all levels of the organization from loan closers to senior management.
- Team-player that will work to find solutions.
- Strong problem-solving and critical thinking skills.
- Previous experience in loan servicing is a plus but not required.
- Proficiency in Microsoft Office is required.
- Experience with Salesforce is a plus.
- Experience with real estate a plus but not required.

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.