



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

Position: AVP Quality

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 AVP of Quality will oversee quality assurance and control processes, analyzing the results, and providing feedback and guidance to the Servicing department. This entails ensuring staff adherence to established processes, policies, and procedures. Additionally, this role will be responsible for maintaining and refining policies, procedures, and job aids for the entire Servicing department. The AVP of Quality will manage all Quality Specialists. This role includes leadership and management activities, working closely with department managers to ensure alignment with overarching business objectives. This position is exempt from overtime. In this role, you will report directly to the SVP of Exam Management/Quality at Renovo Financial.

Responsibilities:

- Create, improve, and review policies and procedures and train staff on updates
- Actively participate in identifying process improvements within servicing and ensure compliance
- Manage all quality assurance and control processes and reporting results
- Collaborate with department managers to communicate concerns and enhance service quality
- Maintain subject matter expertise in mortgage servicing
- Work special projects when needed

Ideal Candidate:

The ideal candidate for this role will have:

- Ability to work a hybrid schedule (this is a work from home/in-office position) by living in Chicago or the Chicagoland area.
- Ability to multi-task while maintaining high attention to detail.
- Manage daily tasks and prioritize workload independently.
- Ability to interface with all levels of the organization from loan closers to senior management.
- Team-player who will work to find solutions.
- Public speaking and high-level client interaction required.
- Strong problem-solving and critical thinking skills.
- 5+ years experience in loan servicing is required.
- Proficiency in Microsoft Office, Excel & PowerPoint is required.
- Experience with Salesforce is a plus.
- Experience in 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.
- **Openminded:** Always seeks to find and develop creative solutions.



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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.