



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

Position: Loan Servicing Associate- 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:

The Loan Servicing Associate- Payments and Statements will play a crucial role in providing payment processing, payoff statement generation, and monthly billing support to our organization in Loan Servicing business unit. The ideal candidate possesses strong analytical and problem solving skills, a keen attention to detail, manages time very effectively while staying organized, and has the ability to communicate effectively (both verbal and written) with diverse stakeholders. This position is eligible for overtime. In this role, you will report directly to the AVP of Payments and Statements at Renovo Financial.

Responsibilities:

- Draft, reconcile and finalize payoff and paydown statements
- Review and respond emails timely and accurately from personal and team inbox
- Reconcile payments and assist in sending out monthly payment statements
- Draft monthly ACH payments
- Apply monthly payments received via wire
- Process returned payments
- Review, reconcile, and apply payoff funds without reach as needed if short payoff is received
- Contribute to process improvement and propose edits to policies, procedures, and job aids as needed
- Assist in customer service outreach and response as needed
- Become and maintain an Illinois notary registration

Ideal Candidate:

The ideal candidate for this role will have:

- Live in the Chicagoland area or be willing to relocate
- Ability to multi-task while maintaining high attention to detail
- Manage daily tasks and prioritize workload independently
- Excellent written and verbal communication
- Outstanding organizational skills
- Ability to interface with all levels of the organization from loan servicing associates to senior management
- Team-player that will work to find solutions
- In Office role with minimum flexibility for remote work
- Strong problem-solving and critical thinking skills
- Previous experience in loan servicing is a plus but not required
- Proficiency in Microsoft Outlook, Word, and Excel is required
- Experience with Salesforce is a plus
- Experience with real estate a plus but not require



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

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.

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.