RENOVO™
FINANCIAL

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Position: Quality Assurance Specialist

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 two reasons 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. Come join us, its "win-win!"

Position Summary:

Quality Assurance Specialist will ensure that all provided in the servicing department meet or exceeds established quality standards. They play a crucial role in maintaining customer satisfaction and improving operation efficiency by identifying areas for improvement and implementing remediations. The candidate will also be responsible for collaborating with various teams within the organization to develop and enforce quality processes and procedures.

- Review data entered into the servicing system for data integrity
- Perform regular audits of servicing processes to identify areas for improvement
- Maintain detailed records of findings, issues identified, and actions taken
- Provide ongoing support and guidance to ensure consistent adherence to quality standards
- Develop and maintain policies, procedures, and job aids related to mortgage servicing
- Follow up and resolve problems or issues with little to no direction from Supervisor
- Have a thorough understanding of process in order to be proactive rather than reactive
- The ability to accept feedback to ensure a positive outcome
- Communicate with manager your goals, objectives, and key results to foster alignment and team focus
- Work special projects as needed

Ideal Candidate:

The ideal candidate for this role will have:

- High School Diploma or equivalent
- Preference given to Chicagoland
- Hybrid schedule available
- 1-2 years related experience in quality assurance
- 2 years of mortgage servicing experience
- Excellent organizational abilities and time management skills
- Effective communication skills, both written and spoken
- Strong writing skills with the ability to create clear and concise policies, procedures, and job aids
- Excellent analytical and problem-solving skills
- Attention to detail and a commitment to delivering high-quality results
- Willingness to adapt and change with a fast-growing company
- Proficiency in Microsoft Office is required
- Experience with Salesforce is a plus

Behavioral Characteristics:

- **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:** You respond quickly to changing ideas, responsibilities, expectations, trends, and other processes
- **Determined:** You stay on course even during difficult assignments and you crave opportunity for advancement
- **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 a 401k plan with employer matching, paid time off, observance of company paid holidays, medical, dental, vision benefits for employees and their dependents, maternity benefits and more.