



222 West Adams Street, Suite 3150, Chicago, IL 60606 | 312.279.7305 | [www.renovofinancial.com](http://www.renovofinancial.com)

## **Position: SVP of Client Services**

### **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 Senior Vice President of Client Services for Mortgage Servicing assumes a pivotal role in overseeing all aspects of Portfolio Investor relationships within our mortgage servicing division. We are in search of a strategic leader with extensive experience in mortgage servicing operations, exceptional leadership skills, and a proven track record of enhancing Investor/client satisfaction and retention. The SVP of CS will directly engage with investors, capital partners, and internal stakeholders. They will spearhead investor reporting, calls, feedback, presentations, and projects. Reporting directly to the Chief Servicing Officer at Renovo Financial, this position presents a significant opportunity to elevate client service delivery standards. This position is exempt from overtime.

### **Responsibilities:**

- Strategic Leadership: Develop and execute a comprehensive client services strategy aligned with business objectives to enhance investor relationship, retention, and profitability.
- Client Relationship Management: Build and maintain strong relationships with key clients, including mortgage investors, and associated vendors, to understand their needs and ensure delivery of high-quality service.
- Team Leadership: Lead, mentor, and develop a high-performing client services team, providing guidance, support, and coaching to foster a culture of excellence and accountability.
- Cross-Functional Collaboration: Collaborate closely with other departments, including Operations, Customer Service, Escrow, Capital Markets, Default and Finance to ensure alignment of client service initiatives with overall business objectives and regulatory requirements.
- Technology and Innovation: Stay abreast of industry trends, emerging technologies, and best practices in mortgage servicing to identify opportunities for investor relationship enhancement.
- Regulatory Compliance: Ensure compliance with all relevant federal, state, and investor guidelines, regulations, and reporting requirements related to mortgage servicing operations.

### **Ideal Candidate:**

The ideal candidate for this role will have:

- Bachelor's degree in business administration, finance, or related field; MBA or advanced degree preferred.
- Minimum of 8 years of progressive leadership experience in mortgage servicing, with at least 5 years in a senior management role overseeing client services.
- Strong understanding of mortgage servicing operations, including loan boarding, payment processing, escrow administration, investor reporting, and loss mitigation.
- Proven track record of building and maintaining strategic client relationships, driving client satisfaction, and achieving business growth targets.
- Excellent leadership and people management skills, with the ability to inspire, motivate, and develop a diverse team of professionals.
- Exceptional communication, negotiation, and interpersonal skills, with the ability to influence stakeholders



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at all levels of the organization.

- Strategic thinker with the ability to analyze complex issues, identify opportunities for improvement, and develop innovative solutions.
- Thorough knowledge of regulatory requirements and industry best practices related to mortgage servicing, including CFPB and investor guidelines.

**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.*