

# IRR-Residential, LLC

## Job Description

<b>Position:</b>	<b>Assignment Management Representative</b>
<b>Reports To:</b>	<b>Sr. Assignment Management Representative</b>
<b>Salary Range:</b>	<b>Hourly (TBD)</b>
<b>Shift Work:</b>	<b>1<sup>st</sup> Shift – 8:00 a.m. – 5:00 p.m.</b> <b>2<sup>nd</sup> Shift – 10:00 a.m. – 7:00 p.m.</b>
<b>FLSA Status:</b>	<b>Non-Exempt</b>

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### **Job Duties**

- Primary responsibility for management of appraisal orders utilizing the Company's core technology platform, including:
  - Entering, assigning, following-up and managing to completion property valuation orders utilizing the Company's technology platform within a network of affiliates & vendors to assure timely, efficient, high-quality service;
  - Maintaining a uniform flow of work by identifying and managing multiple priorities;
  - Analyzing and reporting on exceptions in the appraisal process as indicated by the Company's technology platform;
  - Assisting clients, affiliates and vendor panel members with various assignment-related issues;
  - Recruiting new vendors to perform valuations in areas of need;
  - Entering and maintaining vendor records & information;
  - Developing and maintaining productive working relationships with all constituents;
  - Providing back-up & overflow coverage for Quality Assurance department;
  - Performing the work of word processing operator, data entry clerk, or other clerical functions in relation to assignment management duties, as required;
  - Following written, documented procedures for handling assignments and suggesting improvements where indicated.
- Company & Departmental Support
  - Execute strategy & tactics to manage to Company & departmental goals while holding self accountable for results.

- Assist in build-out of cohesive, results-focused, team-oriented Company & departmental environment.
- Assist in development of Company & departmental standards, policies and practices that ensure SOP across client base.
- Nourish and sustain client & affiliate perception of value of affiliation with Company – be a “Brand Ambassador.”

### **Knowledge, Skills, Abilities & Attributes**

- Ability to coordinate high volumes of work under pressure and complete work within deadlines.
- Ability to form & sustain productive relationships with clients, affiliates, vendors, managers, peers, subordinates and others.
- Ability to operate a personal computer to type and enter data with speed & accuracy (minimum 35 wpm) following written or verbal instruction.
- Ability to multitask with good organizational and communication skills.
- Ability to drive tasks from conception to completion.
- Knowledge of office methods and procedures.
- Self-motivating, self-starter.
- Results oriented.
- Habitually attentive to detail.
- Thrives on challenge.
- Creative problem-solving skills.
- Works well under pressure.

### **Experience**

- 1 to 3 years' general business experience in customer service, sales or marketing function strongly preferred. Some experience in a call center / sales fulfillment environment preferred.
- Appraisal or mortgage industry knowledge & background strongly preferred.

### **Education, Certification & Licensure**

- High school diploma required. Bachelor's degree from accredited institution strongly preferred.
- Working knowledge of Microsoft applications required. Familiarity with appraisal software packages preferred.