

JOB DESCRIPTION



Titles Maintenance Processor I

Reports To: TPD Team Coordinator
Department: Titles Processing Department
Status: Non-Exempt
Revision: November 22, 2016

POSITION SUMMARY:

Entry level job that encompasses all state to state processes (name change, state change, title correction, and repossessions), filing of UCCs (Uniform Commercial Code), Lien Placement processes (Lien Holder changes), and Duplicate Title process.

POSITION DUTIES:

- File, pull, release, match up collateral and non-collateral documents accurately and ship to correct DMV within timeframes established in client's SOP.
- Follow Lien Placement, State to State, UCCs, and Duplicate instructions concerning compliance with DMV rules and regulations.
- Scan and upload documents in client system accurately.
- Provide neat and accurate records of transactions regarding DMV forms.
- Follow verbal and written instructions to perform clerical tasks and data input in different systems following sop.
- Develops full understanding of VTT loan and workflow status codes based on client.
- Maintain a smooth work flow within the Title Maintenance Processing Department and assist others with the same tasks.
- Research on the internet for state counties, fees, processing instructions and form look ups
- Complete outbound phone calls 3+ hours per day
- Handle phone calls and emails in a professional manner
- Handle high volume of workflow
- Accurately process paperwork, including release instructions, DMV rules and forms, postal instructions and labels, etc.
- Perform all tasks associated with storing and filing and matching of collateral, non-collateral and miscellaneous, forms, and documents on a daily basis.
- Perform printing or scanning of documents related to Lien Placement or State to State
- Perform all tasks related to release and shipment of collateral and non-collateral documents per client's rules found in the Lien Placement, State to State, UCC, and Duplicate SOP.
- Carefully follow detailed instructions: initiate work through systems, run and print reports from our and (client) system, work reports to ensure completion and update or close statuses in client system.
- Document detailed notes in client system.
- interpret directions from reports, emails, SOP's and management instructions
- File and pull titles and non-collateral documents
- Match titles to letters, forms, mailing labels, inserts, non-collateral documents, etc.
- Sign releases "Yes / No" (critical task with legal ramifications)
- Assure notary completed when specified
- Ship envelopes and packages via proper shipping method and addresses
- Process DMV rejections

- Maintain document and account statuses utilizing handheld scan (“beep”) 2D bar codes on titles, buck slips, checks, shipping labels and other documents and make entries to BOS and VINtek systems (Big Bird, Task Tracking, VINtek Time, Excel worksheets, etc.)
- Operate department machinery, i.e. desktop computer, shipping computer, desktop scanners, handheld scanners (“beepers”), printers, letter folder, etc.
- Complete all tracking for each task as required.
- Consistently produce the required degree of accuracy and productivity.
- Maintain and ensure the work area is clean and organized following company and department standards.
- Able to accurately process paperwork, including release instructions, DMV rules and forms, postal instructions and labels, etc.
- Inform the Supervisor of any discrepancies / exceptions.
- Inform the Supervisor of any materials needed to complete any given tasks.
- Practice safety according to safety policies and procedures.
- Maintain strictest confidentiality concerning all work while outside the company, and internally discussing relative information with interested parties as necessary.
- Communicate frequently with supervisors regarding priorities or concerns.
- At request of department management, acquire and maintain Pennsylvania Notary license. (Class and license fees at company expense.)
- Assume additional responsibilities as may be assigned.

POSITION REQUIREMENTS:

- **Integrity:** Approaches others in a tactful manner, reacts well under pressure, treats others with respect and consideration regardless of their status or position, works with integrity and ethically
- **Innovation and Improvement:** Displays original thinking and creativity, develops innovative approaches and ideas, generates suggestions for improving work and meets challenges with resourcefulness
- **Teamwork with Accountability:** Balances team and individual responsibilities, supports everyone's efforts to succeed, gives and welcomes feedback, contributes to building a positive team spirit, puts success of team above own interests, looks for ways to improve and promote quality, monitors own work to ensure quality
- **Quality:** Demonstrates accuracy and thoroughness, looks for ways to improve and promote quality, applies feedback to improve performance, monitors own work to ensure quality
- **Quantity:** Meets productivity standards, completes work in timely manner and strives to increase productivity

POSITION QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Technological Skills:

- Able to work in a production environment with deadlines and adapt to changing priorities.

Language Ability:

- Able to read, write and understand the English Language.
- Able to clearly speak and listen on an individual basis, as well as a group environment.

Reasoning Ability:

- Able to put documentation in numeric order and to properly match related documents.

POSITION WORKING CONDITIONS/ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Able to work in title secured storage areas (“vaults”) for long intervals.
- This work assignment is in the OC1 Facility with no WFH Opportunity.
- The noise level in the work environment is usually moderate.

Physical Demands:

- The employee must **regularly** lift and /or move up to **20** pounds,
- The employee must **frequently** lift and/or move up to **20** pounds,
- The employee must **occasionally** lift and/or move up to **50** pounds.

Physical Activities:

- While performing the duties of this position, the employee is *regularly* required to stand and bend.
- The employee is *frequently* required to use hands to finger, handle, or feel and talk or hear.
- The employee is *occasionally* required to walk and reach with hands and arms.

EDUCATION AND EXPERIENCE:

- High school diploma or general education degree (GED); or
- Minimum 6 months - 1 year related experience with general office/clerical experience preferred; or
- Equivalent combination of education and experience.

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. Position duties are intended to describe those functions that are essential to the performance of this job.

This job description does not state or imply that the above are the only duties and responsibilities assigned to this position. Employees holding this position will be required to perform any other job-related duties as requested by management. All requirements are subject to possible modification.