

Title & Insurance Clerk - Job Standards

Job Standards include: (Note: this is a representative list only - complete list provided with purchase)

KNOWLEDGE OF WORK:

- Has a basic understanding of the organization philosophy, particularly regarding lending operations
- Knows all forms, procedures, and requirements involved in securing title to various kinds of collateral security pledged for loans, including collateral protection insurance
- Knows, understands and can apply routine title and insurance procedures (i.e. UCC Financing Statement, taking/returning titles to motor vehicles, registration, notification, etc.)
- Knows what information is needed, how to obtain it and fully complete the title/insurance work, and prepare documentation in accordance with regulation and standard procedure
- Is familiar with state and federal regulations concerning lending (i.e., Regulation Z) and securing collateral pledged as security
- Knows aspects of title work, notary work, and guaranteeing signatures
- Knows organization policies, procedures and services

QUALITY OF WORK:

- Obtains all required documentation and processes titles and insurance error free
- Prepares and concludes all title and insurance documentation within 60 minutes of application (95% of the time) error free, and files titles in safekeeping
- Has no more than one customer complaint within a six month period
- Support the Loan Officer in a conscientious, efficient and productive manner
- Provides accurate information on policies, procedures, and title information to both loan interviewers and customers, when required

QUANTITY OF WORK:

- Processes the required documentation and maintains accurate records of all titles and insurance
- Demonstrates word processing skills at the rate of _____ words per minute, error free
- Maintains accurate records for every title, for various kinds of insurance, including renewals, reporting, filing, title lien non-filing, and other security instruments
- Makes calls to customers to complete documentation in accordance with required standards

PROBLEM ANALYSIS:

- Takes problems as challenges and opportunities and solves promptly
- Makes suggestions for improvements in procedures, policy, or processing systems
- Considers pros and cons of possible solutions and offers options to customers
- Practices preventative loan-loss lending by accurately handling all title and insurance work on each loan file