



A Southern Land Title Insurance Agency, LLC

as issuing agent for Investors Title Insurance Company

Title Insurance Underwriter

Position Objective

Licensed NC Residential Title Insurance Underwriter.

Perform underwriting duties accurately, efficiently and timely as directed. Maintain a superior level of customer service.

Description

Customer Service

- a. Communicate in a professional, courteous, pleasant, and personable manner with customers and other employees on the telephone and in person interactions.
- b. Respond to customer inquiries received via phone, fax or email requesting status, rate quotes, lot look ups, title questions, clearing exceptions or general information.

Underwriting/Production

- a. Understand and comply with NC/ITIC/ASLT's underwriting principles and guidelines for all transactions.
- b. Keep abreast of changes to NC/ITIC/ASLT's underwriting guidelines and apply to daily work.
- c. Review title opinions from attorneys to determine the status of title, risk analysis and necessary underwriting requirements and exceptions in order to provide an accurate commitment or final policy.
- d. Underwrite and type acceptable number of commitments, policies and endorsements according to agency production and quality goal.
- e. Calculate accurate premiums to produce invoices.
- f. Ensure all information and documentation for file is assembled, accurate, scanned, saved and forward to proper party.
- g. Learn and understand ITIC's policy production system.
- h. Ensure critical title information is entered accurately and timely.

Workflow Administration

- a. Receive order for title insurance via fax, email or phone.
- b. Maintain current and accurate information, requests and revisions to ensure proper processing of title orders (commitments and policies).
- c. Maintain commitment and policy production standards as directed by the agency.
- d. Produce daily and monthly reports as requested.

General Office Support

- a. Sort all incoming mail, faxes and emails.
- b. Perform prior policy searches and request priors from appropriate office.
- c. Log in daily final title policy information as received according to ASLTs office standards.
- d. Receive and log revision requests.
- e. Complete daily deposit of receivables in processing system and at bank in compliance with ASLTs accounting standards.
- f. Process the mail daily to ensure timely distribution of final title policies.
- g. Follow up with Pending and/or Aged files to ensure the issuance of the final title policy.

Other Duties

- a. Communicate regularly with Manager regarding work volume, customer issues, questions or concerns and obstacles impacting production and/or quality.
- b. Special projects as assigned.
- c. Complete Course 1 and 2 of the ALTA Residential Underwriting Training within 12 months of start date.

Position Qualifications

- High school graduate with three years of clerical or underwriting experience related to title insurance, mortgage lending, legal services is preferred but will train the right candidate.
- General knowledge of title insurance, legal instruments and terminology relative to conveying or encumbering property preferred, but not required.
- Considerable ability to perform tasks relating to title insurance underwriting and administrative duties with minimum supervision. Type with reasonable speed and accuracy (typing test required).
- Analytical ability sufficient to analyze documents recorded in connection with a routine real estate transaction.
- Ability to work well under pressure, meet deadlines, organize workload and maintain accurate files.
- Ability to communicate effectively both orally and in writing, in person and by telephone.
- Dress professionally – neat and well put together – business casual.

A Southern Land Title Agency, LLC is an equal opportunity employer and a member of the Better Business Bureau of NC.