



## Opening for a Quality Assurance Specialist

Gross Polowy LLC, an established law firm in the real estate industry, is looking for professional candidates who are proactive, organized, dependable and detail oriented. Prepare chronologies for client requests, complete monthly client reports and scorecards, and overview of files in inventory.

Ideal candidates should have excellent and professional verbal communication and client interpersonal skills; solid computer skills and keyboarding skills, strong time management skills, strong comprehension and problem solving skills, high level of proven confidentiality and be self-motivated.

### **EXPERIENCE LEVEL & BEHAVIOR**

2 or more years of **legal/foreclosure office experience or paralegal certificate/degree**

Prior experience within legal, foreclosure and/or banking; similar experience necessary

Able and willing to bring questions and/or concerns to direct Manager

Exudes positive behavior amongst co-workers, Manager, Attorneys in and outside of firm, other departments and clients

Responds appropriately to change and is willing to assist others who struggle with the notion

Requires substantial oversight in work product by trainer (subject matter expert) and Manager

Successful progression through subscribed Training Plan; meets or exceeds expectations on

Assessments and 90-day Performance Review

SMART Goals are achieved and discussed regularly

### **REQUIRED KNOWLEDGE, SKILLS, & ABILITIES**

Solid computer skills and accurate keyboarding skills

Strong organizational skills and attention to detail

Strong time management skills

Strong comprehension and problem solving skills, with the ability to think analytically

Strong verbal and written communication and client interpersonal skills

Self-motivated and proactive individual

Ability to work in a team environment to meet changing priorities and deadlines, as needed

### **EDUCATION**

High School diploma necessary, Associates preferred; Paralegal Certificate/Degree helpful

### **PHYSICAL REQUIREMENTS**

Remaining in a stationary position, sitting for prolonged periods at a desk and working on a computer with dual monitors

Prolonged periods of keyboarding; repeating motions including wrists, hands and fingers

Must be able to lift 10 pounds at times