



Opening for Operations Manager

Gross Polowy, one of NY's Best & Brightest Companies and WNY's Best Places to Work is seeking an Operations Manager to join our team.

Gross Polowy offers a competitive salary and a generous benefits package including health, and offers for dental, vision and more!

ESSENTIAL DUTIES & RESPONSIBILITIES

Train new managers

Meet with assigned managers bi-weekly to discuss department volume, client issues, workflow issues, management of department, etc.

Review client scorecards to identify areas of improvement in assigned departments and update processes accordingly

Coordinate and manage foreclosure improvement projects identified by management as priority
Monitor foreclosure volume and utilization of resources of assigned managers- re-assign staff as needed

Assist assigned managers with client escalations as needed

Meet bi-weekly with Managing Attorney(s) to discuss overall firm management, issues, backlogs, special projects

Attend GPS ruleset meetings as needed

Monitor court and county trends through review of denial and timeline report. Adjust processes as needed

Perform reviews and coachings for assigned managers

Ensure internal deadline policies are adhered to

Review reports and workbenches for assigned departments to ensure files flowing in a timely manner

Review KPI and address any failing metrics with assigned managers and problem solve resolution

Attend client conference calls as needed

Participate in manager and team lead interviews as needed

Respond to client questions, inquiries and phone calls in a timely manner

Additional duties as assigned and/or as business needs dictate

KNOWLEDGE, SKILLS, & ABILITIES

Ability to lead and motivate departmental staff to reach departments and firm's goals

Legal and or banking experience preferred but not necessary

Solid computer skills and keyboarding skills

Strong organizational skills and attention to detail

Superb time management skills

Strong comprehension and problem solving skills

Excellent verbal, 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

EXPERIENCE & EDUCATION

5+ years' experience as a department manager/supervisor

Foreclosure experience helpful but not necessary

Mortgage or Banking background highly desired



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The pay range for this position at commencement of employment is expected to be between \$73,374 and \$91,256/year; however, base pay offered may vary depending on multiple individualized factors, including market location, job-related knowledge, skills, and experience. The total compensation package for this position may also include other elements, including a full range of medical, financial, and/or other benefits (including 401(k) eligibility and various paid time off benefits), dependent on the position offered. Details of participation in these benefit plans will be provided if a candidate receives an offer of employment.