



Opening for Manager

Gross Polowy LLC is in search of a well-rounded, dynamic manager who wants to work at one of NY's Best & Brightest Companies. We are a law firm seeking an experienced, ambitious, and highly motivated individual, responsible for overseeing the planning, directing, organizing, and supervising a legal department and staff. Able to discuss complex ideas in concise terms, both verbal/written. Excellent organizational, analytical, and time management skills are a must, as is being able to meet tight deadlines, staff development, and having excellent mentoring & coaching skills. This position is responsible for developing staff to achieve organizational objectives and build relationships. Foreclosure, court/law firm (motion practice, litigation, etc.), or default mortgage servicing experience is required.

DUTIES & RESPONSIBILITIES

- Supervise and manage department's performance and productivity, regulate workflow and workload for employees
- Review production reports, loan-level data, and proprietary/client systems to ensure files are moving in a timely manner; identify and define trends as necessary
- Monitor loan-level workitems and productivity reports to assess error rates, define trends, and provide training/feedback as required
- Field questions/problems from staff and other departments
- Resolve issues and implement solutions, and ensure compliance with departmental goals
- Update client status report(s) on a weekly basis as required
- Attend client conference calls as scheduled
- Respond to client questions, inquiries, and phone calls in a timely manner
- Train staff for infrequent tasks and implement procedural changes based on internal, client, and court requirement changes
- Conduct weekly/monthly staff meetings, 1:1 discussions
- Administer progressive discipline process, as necessary
- Oversee and drive the formulization of department procedures and manuals
- Compile training plans for new hires to include weekly meetings and milestones regarding performance and learning expectations.
- Additional duties as assigned and/or as business needs dictate

KNOWLEDGE, SKILLS, & ABILITIES

- Ability to lead and motivate departmental staff to reach departments and company goals
- Solid computer skills (multi-platform) 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/peer environment to meet changing priorities and deadlines, as needed

EXPERIENCE & EDUCATION

- 3-5+ years' experience as a department manager/supervisor
- Foreclosure, bankruptcy, and/or mortgage title experience necessary

PAY \$53,000 - \$64,000/annually

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). Details of participation in these benefit plans will be provided if a candidate receives an offer of employment.