



Opening for Foreclosure Manager

Foreclosure, banking or default mortgage servicing experience is required.

Gross Polowy LLC is in search of a well-rounded, dynamic manager who wants to work at one of NY's Best & Brightest Companies, voted one of Buffalo' Best Places to Work and Healthiest Employers. 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.

This position is a hybrid role with required on-site attendance in Buffalo, NY. Candidates must reside within a commutable distance of the Buffalo area.

DUTIES & RESPONSIBILITIES

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, banking, default services, and/or mortgage title experience necessary

PAY \$63,000 - \$75,000/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.