



Title	TITLE PRODUCTION SPECIALIST	Reports To	Search & Title Services Manager
FLSA Status	Non-Exempt	Work Schedule	Full-time
Department	Title Production	Location	Sacramento, CA

JOB SUMMARY

The Title Production Specialist is responsible for monitoring and tracking the workflow from time of order entry through completion of the title search. Reviews and validates the accuracy of data contained from various searching sources. Verifies file completeness, obtains outstanding title documents, and approves completed files. Assists with the title production support services while maintaining FCS' superior service standards and meeting deadlines. This position requires the ability to search with exceptional accuracy. The TPS plays a vital role in supporting, communicating and encouraging FCS Vision, Mission and Guiding Principles.

DUTIES AND RESPONSIBILITIES

- Acts as the team's resource and subject matter expert to answer questions and create resolutions using past experiences, best practices and sound judgment
- May provide input into performance appraisals, but does not conduct performance evaluations
- Researches property details and looks for back title on orders to confirm accuracy, if applicable
- Keeps responsible parties abreast of status or issues regarding title orders; coordinates with the Santa Fe Springs office; direct questions to responsible parties
- May participate in business development activities to maintain existing clients and acquire new clients
- Troubleshoots and guides others on wide variety of complex problems and identifies solutions with broad application and functional expertise
- Abstract and analyze records, such as deeds of trust/mortgages, liens, judgments, easements, vital statistics, and plat and map books, to determine ownership and legal restrictions and to verify legal description of property and completeness of records
- Perform title examinations of complex title orders requiring a high level of expertise
- Examine chains of title primarily for residential, commercial and/or industrial properties

QUALIFICATIONS

EDUCATION/CERTIFICATION

- High School Diploma or greater
- Preferred - Some college or bachelor's degree in business-related field

EXPERIENCE

- 5+ years of customer service experience in any capacity
- 5+ years of working experience in a title service company or public records industry
- 5+ years examining title records, whether in the record room and/or other searching mechanisms
- 5 years' experience directing workflow and guiding coworkers through title products

REQUIRED KNOWLEDGE/SKILLS/ABILITIES

- Ability to read and comprehend understand and execute policy and procedures
- High competence of computer applications including full Microsoft Suite and internet searching
- Competent in PDF Studio Pro, Adobe Acrobat and a paperless work environment
- Strong attention to detail
- Demonstrated leadership, organizational and problem-solving skills
- Must be able to maintain professionalism and a positive service attitude at all times
- Strong communication skills with reading, writing, speaking and command of the English language
- Critical thinking with analytical and research skills
- Capable of successfully collaborating with peers and management
- Ability to operate and navigate on a computer without supervision
- Working effectively in a teamwork environment, in daily activities as well as addressing problems in unique situations

WORKING CONDITIONS and PHYSICAL REQUIREMENTS

Work is indoors and not substantially exposed to adverse environmental conditions. Repetitive and continual typing motion is required. May require occasional travel for training.

- Ability to lift to 10 pounds frequently
- Ability to sit in an office environment for hours at a time
- Average, ordinary, visual acuity necessary to prepare or inspect documents or products or operate a computer
- Able to hear average or normal conversations and receive ordinary information