



EXTERNAL JOB POSTING

GENERAL INFORMATION	
Job Title:	In-House Agency Advisor
Location:	Rocky Hill, CT
FLSA Status:	Hourly/Non-Exempt
POSITION SUMMARY	
<p>To answer inquiries received from agents and their staffs in a friendly, efficient and timely manner regarding preparation of title insurance policies, review of title searches, residential and commercial real estate closings, PrepExpress Online and any related matters. This is a very dynamic position which changes continuously based on the industry and agent demands.</p>	
ESSENTIAL DUTIES AND RESPONSIBILITIES	
1.	Answer routine and extraordinary questions regarding title insurance, closing matters, software issues raised by agents and agents' staffs.
2.	Assist designated legal staff underwriters on commercial transactions by ordering UCC searches, ordering and reviewing searches, preparing title policies, confirming quotes and coordinating with Reinsurance Administrator when necessary.
3.	Provide policy preparation services, both pre-closing and post-closing, for requesting agents.
4.	Plan and participate in education programs and training, including PrepExpress and Real Property Pursuit.
5.	Coordinate focus groups, provide IT department with development input and run beta testing for PrepExpress Online.
6.	Answer routine questions regarding billing and outstanding title policy jackets.
7.	Provide support and input to field staff regarding agents and staff that are assigned to them.
8.	Monitor and provide support for in-house accounts.
9.	Assist with programs coordinated through Agent Services such as agent-lender programs, Best Practice, Paralegal Services.
10.	Recommend system and product enhancements.
11.	Completely familiarize self with Company's top agents and their staffs and their likes/dislikes in order to provide high service level.
12.	Back-up other areas of the Company as necessary.
13.	Other duties as assigned.
QUALIFICATION REQUIREMENTS	
<p>To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or</p>	

ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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| 1. | Able to handle pressure. |
| 2. | Detail oriented. |
| 3. | Excellent customer service attitude. |
| 4. | Dependable, flexible and organized. |
| 5. | Excellent interpersonal and communication skills. |

EDUCATION / TRAINING / OTHER RELEVANT EXPERIENCE

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| 1. | Bachelors or Associates Degree as a paralegal or related field. |
| 2. | A minimum of 5 years' experience as a real estate paralegal in Connecticut. |
| 3. | Proficiency with real estate closing software and PrepExpress Online. |
| 4. | Knowledge of windows computer environment and Microsoft office products. |

EEO STATEMENT

CATIC Financial, Inc. and its subsidiaries are committed to providing equal employment opportunities to all employees and applicants for employment and to maintaining a work environment that is free from discrimination without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, we comply with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.