



# Example of Escrow Job Description

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Our innovative and growing company is searching for experienced candidates for the position of escrow. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for escrow

- Conduct weekly escrow closing meetings with Eagle Home Mortgage, sales associates, Controller, and various office and field managers
- Provide support to Escrow office by answering phones, greeting customers, placing calls and other clerical duties to assist in completing escrow transactions
- Assists customers by resolving complaints, expediting orders, explaining procedures, pricing schedules
- Monitor outsourcing insurance vendor and activities of the hazard/flood area through various means
- Monitor PMI/MIP area through various means
- Issue accurate Dashboard/SLA reports timely and ensure actual metrics each month meet/exceed metric goals for the department
- Ensure proper and timely training for the department is scheduled and held
- Provide direction and oversight of special projects assigned to the department by management
- Monitor open customer and client complaints related to department activity
- Ensure that escrow buckets are accurate and complete and escrow items are paid in accordance with outgoing bulk transfer requirements with minimal or no open items

## Qualifications for escrow

- Strong Disclosure Settlement (formerly the HUD-1) production background

- Two (2) years minimum escrow experience
- Requires the ability to work while functioning under the pressure of problem solving and time sensitive deadlines
- Discretion and care for clients' privacy