



Example of Resolution Specialist Job Description

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Our company is growing rapidly and is looking to fill the role of resolution specialist. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for resolution specialist

- Responsible for handling escalated service issues on complicated files requiring additional resolution and/or clearer explanation of the lending decision to the borrower and/or third party/corporate client
- Review negative lending decisions with Underwriting to explore or recommend alternative resolutions in order to facilitate a favorable lending decision
- Identify loans in the pipeline that need additional attention due to multiple suspensions, denials, or other issues that indicate the loan may need to be escalated to a member of the leadership team
- Handling exception requests from referring parties/third party stakeholders
- Assist in curing QC Defects and provide trending analysis back to business
- Identify trends per channel and site based on issue resolutions per month and provide feedback to leadership
- Oversee responses from business to Exam Management
- Research Client advocacy tickets and provide updates and responses to the Office of the President
- Handles any customer escalation during their appropriate shift or assigned after hour "on-call"
- Responsible for balancing workload across the group

Qualifications for resolution specialist

- Strong problem solving skills and a demonstrated ability to think systematically and holistically to provide innovative customer solutions
- 2-3 years bank experience and possess excellent customer service skills
- Knowledge of bank operations
- Strong writing ability to clearly document calls, actions, and communications to the account holder
- Proven ability to work cooperatively with peers and managers to bring accounts to favorable resolution while building a positive work environment