



## Guest Relations/Escrow Signer

**Position Summary:** The Guest Relations Representative/Escrow Signer is responsible for meeting with customers as the face of Pacific Northwest Title and assisting them in the signing of closing documents for their real estate transactions. When not conducting signings, these team members will support our Customer Service team by providing an unforgettable and exemplary experience to all clients and visitors. This position requires an outgoing and friendly personality coupled with excellent computer skills and a desire to provide the very best service to all, whether client, visitor or staff. Requires the ability to multi-task while maintaining a calm and organized demeanor. The core duties of the position will be to facilitate a professional, comfortable, welcoming and friendly atmosphere of proficiency and structure to the Title & Escrow experience.

**About PNWT:** Pacific Northwest Title of Kitsap County is a locally owned and operated independent title insurance agent. Our vision is to provide stellar service, with high trust and integrity so that when the choice comes to choosing a title and escrow company there is simply no other option! We are committed to making a difference in the lives of our clients and our community. Our culture strives to foster bold, ethical leaders creating trust, respect and integrity in the workplace. The PNWT environment values learning and growth while remaining committed to fulfilling a balance between life and work.

### Duties & Responsibilities:

- Possess a positive and enthusiastic attitude and demeanor at all times
- Deliver excellent customer service
- Meet both virtually and in person with customers to complete and notarize Escrow documents
- Provide customers with clear instructions and guidance on use of software
- Be adaptable and patient with various client situations
- Copy paperwork and/or download documents to USB for customer
- Complete Customer Service requests in a timely manner which include (but are not limited to) the following:
  - Listing packets
  - Deed information
  - Labels/farm requests
  - Area guides and home books
- Promptly acknowledge and greet visitors, clients and staff
- Operates the main switchboard by professionally routing incoming phone calls, answering incoming questions and directing callers to the appropriate employee/department
- Deliver all UPS/FedEx deliveries promptly to appropriate departments/recipients
- Maintain lobby appearance and cleanliness and promptly clean signing rooms after every signing
- Create address labels for buyer signings
- Monitor front desk inventory and monitor document supply levels on hand
- Maintain Ins / Outs calendar
- Monitor Vacation and Leave Calendars for off-site training, vacations and sick calls
- Other tasks as assigned

### Skills/Qualifications/Qualities:

- Ability to set priorities, and adjust them as new circumstances develop, to maintain efficient daily productivity levels
- Ability to utilize sound judgment and observation skills to appropriately and efficiently handle requests from clients, agents, visitors and vendors
- Must be able to read, comprehend and assess needs and route requests to appropriate party(ies) for resolution or dissemination of information
- Possess excellent communication and interpersonal skills
- Professional appearance and demeanor
- Excellent time management
- Excellent relationship building skills
- Basic administrative and reception skills
- Ability to work under pressure and handle deadlines in a fast paced and evolving work environment
- Must be detail oriented, thorough and maintain a neat and orderly work space
- Ability to learn navigation of new software systems
- Working knowledge of Windows Software and online search engines
- Knowledge of (or transferrable skills), regarding Escrow and Title services and products, real estate transactions and legal descriptions a plus
- Excellent customer service skills
- Technical aptitude
- Basic financial skills
- Ability to maintain confidentiality and protection of sensitive information
- Must be dependable and responsible

Send resumes to [employment@PNWTKitsap.com](mailto:employment@PNWTKitsap.com)

Pacific Northwest Title is an equal opportunity employer. All applicants will be considered for employment without attention to by race, color, sex, religion, age, national origin, marital or military status, sexual orientation, gender identity, the presence of any sensory, mental, or physical disability, genetic information, status as a victim of domestic violence, sexual assault, or stalking or any other status or characteristic protected by local, state or federal law.