



Job Title:	Escrow Signer (Notary) – Guest Reception
Location:	Silverdale
GENERAL DESCRIPTION	
<p>The Escrow Signer is responsible for meeting with customers in a virtual or in-person format as the face of Pacific Northwest Title and assisting them in signing closing documents for their real estate transactions. When not conducting signings, Escrow Signers support our Customer Service Department, answering phone calls, and greeting customers at our front desk.</p>	
DUTIES AND RESPONSIBILITIES	
<ul style="list-style-type: none"> • Possess a positive and enthusiastic attitude and demeanor at all times • Deliver excellent customer service to PNWT customers • Meet with customers to review and notarize Escrow documents • Perform RON and in-person Escrow Signings • Operate the main switchboard by professionally administering incoming phone calls, answering incoming questions, and directing callers to the appropriate employee/department • Be adaptable and patient with various client situations • Complete Customer Service requests promptly which include (but are not limited to) the following: <ul style="list-style-type: none"> ○ Listing packets ○ Deed information ○ Labels/farm requests ○ Area guides and home books • Promptly acknowledge and greet visitors, clients and staff • Deliver all UPS/FedEx deliveries promptly to appropriate departments/recipients • Maintain lobby appearance and cleanliness and promptly clean signing rooms as needed • Create address labels for buyer signings • Other tasks as assigned 	
SKILLS/ QUALIFICATIONS	
<ul style="list-style-type: none"> • Ability to work under pressure and handle deadlines in a fast-paced and evolving work environment • 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 the appropriate parties for resolution or dissemination of information • Possess excellent communication and interpersonal skills • Present a professional appearance and demeanor • Excellent time management • Basic administrative and reception skills • Must be detail oriented, and thorough and maintain a neat and orderly workspace • Working knowledge of Windows Software and online search engines • Knowledge of Escrow and Title services and products, real estate transactions, and legal descriptions 	

- Excellent customer service skills
- Technical aptitude
- Basic financial skills
- Ability to maintain confidentiality and protection of sensitive information
- Must be dependable and responsible
- Active notary license – RON credential a plus

EDUCATION REQUIREMENTS

- High School Diploma/GED required

Salary Range:

\$18-21/hour

PNWT 2025 BENEFITS

PNWT employees are offered a comprehensive benefits package, which is outlined below. Employees are eligible after 90 days of employment.

- **Health Care Benefits** – available the first of the month after 90 days of employment including, Medical, Health Savings Account, Flexible Spending Accounts (Medical and Dependent Care), Dental, Vision, Life Insurance, STD, LTD – option for additional voluntary coverage, Virtual Mental Health, AFLAC, Pet Insurance and Legal Shield.
- **Retirement Benefits** – available the first of the month after the 90th day of employment including both a Regular 401k and a Roth 401k
- **Paid Days off:**
 - **Sick Leave** -In compliance with WA State law employees are entitled to accrue paid sick leave at a rate of one hour for every 40 hours worked. Hours accrue per pay period from the date of hire and can be used after completion of the initial 90 days of employment.
 - **Vacation Leave** – Full-time employees accrue time off based on length of service. Hours begin accruing after completing 90 days of employment and are front-loaded yearly. New hires begin with 96 hours annually and earn additional days after the fifth year of employment.
 - **Paid Holidays** – PNWT grants 9 holidays each calendar year.
 - **Bereavement Leave** – Full-time employees are eligible for up to 3 days of paid leave for the death of an immediate family member.
 - **Jury Duty** – Full-time employees are eligible for up to 7 days of paid leave per calendar year.