

JOB DESCRIPTION

Position Title:	Transaction Manager
Status:	Exempt
Reports to:	Director of Transaction Management, Transaction Management Department

JOB SUMMARY

The Transaction Manager functions as a liaison between real estate agents, clients, escrow companies, appraisers, inspectors and mortgage brokers during the process of a real estate sale and effectively manages the administrative tasks involved in closing a sale.

ESSENTIAL FUNCTIONS

- **ADMINISTRATIVE:**
 1. Manages the entire transaction process after contract acceptance
 2. Process paperwork to open escrow.
 3. Prepares and sets up a transaction file.
 4. Identifies and tracks all important transaction deadlines.
 5. Communicates and updates agents and clients on the transaction status.
 6. Coordinates appointments with lenders, property inspectors, appraisers, pest control companies, and any other related vendors to ensure that contract terms are met prior to closing.
 7. Coordinate and review contract related documents such as, but not limited to: title reports, disclosure statements, termite inspection reports, surveys, condo documents, closing statements, leasehold documents, etc.
 8. Prepares, obtains, and delivers related transaction documents and coordinates for receipt/approval by the appropriate parties.
 9. Ensures that transaction file is complete and that all documents and signatures are obtained.
 10. Coordinates closing appointments and notification of recordation to clients.
 11. Upholds a positive and professional attitude throughout the real estate transaction to all interested parties; to include employees of Locations.
 12. Performs other duties as assigned and/or as applicable.

- **CUSTOMER SERVICE:**
 1. Provides a high level of customer care and respect to all parties of the real estate transaction; to include employees of Locations.
 2. Responds to all inquiries in a timely manner
 3. Upholds a positive and professional attitude throughout the real estate transaction to all interested parties; to include employees of Locations.

- **TECHNOLOGY:**
 1. Upload documents, e-mails and all correspondence relating to the transaction in a timely manner.
 2. Follow policy and procedures set forth by Locations with regards to the use of company equipment.

- **MENTAL, PHYSICAL AND COMMUNICATION DEMANDS**
 1. Requires working under minimal supervision to meet daily deadlines; must be able to solve moderately complex issues and exercise discretion in dealing with confidential and sensitive issues.
 2. Requires attention to detail and accuracy.
 3. Requires prolonged sitting and computer.

4. Requires effective communication with people at all levels of the organization and outside vendors.
5. Upholds a positive and professional attitude throughout the real estate transaction to all interested parties; to include employees of Locations.
6. Requires the ability to deal with constant requests for assistance with patience and tolerance.
7. Abides by company values (see attached)

- **PERSONAL QUALIFICATIONS**

1. Outstanding interpersonal skills with the ability to generate credibility, trust and respect throughout the Company
2. Ability to form strong partnerships with employees and agents
3. Demonstrates passion in his/her work
4. Demonstrated ability to understand and be responsive to the needs of other business owners, divisions and departments
5. Positive attitude that remains consistent despite challenging or changing situations
6. Knows how and when to appropriately escalate matters needing management attention

Equipment Use: Computer, printer, typewriter, fax, copy machine, scanner.

Education/Experience required:

- Active State of Hawaii real estate license.
- Real estate related experience. Escrow experience preferred.
- Requires strong organizational, listening, judgment, decision making, verbal, written and comprehension skills.
- Knowledge of real estate law, principles, sales and escrow.
- Ability to work on multiple projects and tasks simultaneously in a fast paced environment and able to effectively prioritize.
- Aptitude to learn new technologies
- Proficiency in Microsoft applications (Word, Excel, Outlook)

The above information on this description has been designed to indicate the general nature and level of work performed by an employee in this classification. It is not to be interpreted as a comprehensive inventory, or all duties, responsibilities, and qualifications of employees assigned to this job. Management has the right to add to, revise, or delete information in this description. Reasonable accommodations will be made to enable qualified individuals with disabilities to perform the essential functions of this position.