

CLIENT RELATIONS COORDINATOR at *TEMPLE VIEW CAPITAL*

FULL-TIME | REMOTE OR ON-SITE IN BETHESDA, MARYLAND | 0-5 YEARS OF EXPERIENCE

Job Summary

As a Client Relations Coordinator at Temple View Capital (TVC), you will play a pivotal role in managing residential real estate appraisal/valuation orders and ensuring the quality control of these processes. You will be responsible for coordinating appraisal orders through TVC's Mercury Network system, reviewing quality control reports, managing relationships with appraisal management companies and vendors, and supporting the valuations team. Your duties will also include configuring the Mercury platform, initiating and tracking orders, reviewing appraisal reports, and conducting internal trainings.

Primary Functions

- Manage Appraisal Orders:
- Configure the Mercury Network platform to add vendors, appraisers, and products.
- Initiate and track appraisal orders, ensuring timely completion.
- Liaise between sales staff and appraisers to resolve issues.
- Review and correct appraisal reports to meet TVC's guidelines.
- Quality Control:
- Generate daily reports and address any issues promptly.
- Ensure compliance with appraisal standards and regulatory requirements.
- Proactively update managers on outstanding appraisals and statuses.
- Training and Support:
- Conduct internal trainings with TVC Sales and Processing teams.
- Provide expert opinions on market values for residential properties.
- Communication:
- Act as the primary liaison between TVC sales staff and appraisers, addressing any issues or concerns during the valuation process.
- Ensure appropriate and effective communication between patients, pharmacists, employers, PBMs, and healthcare providers.
- Technical Management:
- Track and follow up with appraisal partners on order status to ensure appraisal turn times are satisfied.
- Problem solve with Mercury helpdesk on platform errors.
- Track borrower payments for appraisal and valuation orders.

Education/Experience

- Bachelor's degree in Business, Accounting, Marketing, Finance, or equivalent preferred.
- Previous experience in residential real estate, appraisals/valuations, or mortgage processing is a plus, but not required. Experience in managing pipelines and working independently.

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Compensation

Salary:

- \$50,000 annually, with the potential for higher compensation based on the candidate's experience and qualifications.
- Supplemental Pay: Discretionary annual bonus

Benefits

- 401(k) with Matching: Contribute to your retirement savings with company matching, helping you secure your financial future.
- Health Insurance: Comprehensive medical coverage to maintain your health and wellbeing.
- Dental and Vision Insurance: Additional coverage to take care of your dental health and vision needs.
- Life and Disability Insurance: Essential protection offered to give you peace of mind.
- Paid Time Off: Generous leave policies including vacation days, sick leave, and 11 paid holidays to help you recharge.
- Flexible Schedule: Offers flexibility to accommodate work-life balance.

Required Skills

Technical Skills:

- Intermediate proficiency with Microsoft Excel.
- Ability to learn and use new technologies and applications.

Professional Skills:

- Strong attention to detail and ability to manage a personal pipeline.
- Excellent written, verbal, and interpersonal communication skills.
- Ability to work independently and exercise sound judgment.

Personal Attributes:

- Motivated, organized, and capable of working under time-sensitive deadlines.
- Team player with a willingness to learn and adapt.
- Comfortable working in a fast-paced environment.

Location

- Remote or Onsite, Full-Time, 9AM-6PM or 10AM-7PM
- Bethesda, MD

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