Data Verification Processor – Full-time remote position

Who we are - Advanced Data Corporation:

Advanced Data Corporation is a premier nationwide provider of enterprise-wide compliance, fraud prevention and enhanced data verifications to the mortgage industry. We take great pride in helping customers expand their business, improve their closing ratios, and enhance their mortgage services. For a decade, we have earned a reputation for providing excellent service through the combination of configurable, proprietary technology and an experienced, well-trained staff.

Who you are – Data Verification Professional:

Dedicated – we believe in exceeding our client expectations in all aspects of the position metrics.
Collaborative – we are a technology driven team working closely together in our distributed locations
Self-Motivated – taking responsibility for your work and seeing tasks through to completion is all the motivation you need
Time driven– meeting deadlines is second nature to you, there is no other way

The Opportunity – Data Verification Processor:

Advanced Data offers a fast-paced environment in which all staff are high performers. Team members are self-directed with a desire to achieve at every level. We know how our individual contributions define success, and that individual success determines team success and therefore company growth. The primary objective of this position is to assist in all aspects of employment and income verification in support of our clients, loan originators, as they strive to de-risk potential loans. With an understanding of the mortgage industry loan origination process we know how we are contributing to the American Dream of home ownership.

The VOE Processor will function within a team of data verification processionals guided by a team leader and reporting to the Director of Verifications. We are seeking candidates with exceptional customer service, exemplary attention to detail, excellent organizational skills and the tenacity to follow through with tasks to completion. In this key role, the ideal candidate will utilize their strong computer skills to meet quotas while maintaining extremely high-level work quality.

Specific Roles and Responsibilities:

- Processes verifications of employment and/or income requests
- Maintain client and potential borrower data confidentiality at all levels
- Communicates with employers and clients by phone, email or fax
- Continuous follow up on assigned files with follow-through to successful completion.
- Assist customers when they call in with questions and concerns
- Accurate and timely documentation within stored file system
- Complete all tasks / assignments as designated by management
- Maintain database integrity with up-to-date phone numbers and contacts for employers.
- Learn ongoing changes and upgrades to verification process
- Attend and participate in customer service meetings
- Attend and participate in monthly company meetings
- Strive to stay up to date on industry changes, compliance and regulations as well as company policies
- Maintain professional phone and email manner in all communications with internal and external clients
- Meet daily, weekly and monthly order completion goals

Required Skills and Qualifications:

High school diploma or GED, Advanced Computer Literacy (above 35 wpm typing skills, keyboard and mouse skills, Microsoft Windows and Office proficiency, internet research literacy and experience), Ability to multi-task and work in a fast-paced environment. Attention to detail is a critical skill. Reliable and self-motivated to meet personal and team goals. The ability to pass a background check and drug screening.

The Work Environment/Culture

This is a work-from-home position with associated work/life benefits including casual dress code, good coffee and personalized snacks. However, this is **not** a flexible time position. During assigned work hours (as set by you and your team leader) it is expected that you are working without distraction and available. In this position you will be spending approximately 80% of your time on the phone with clients, employers and others. As such we require your home office to be a separate, dedicated room both for data security and reduction of outside noise and distractions.
This is a 40 hour/week full-time position with one/two weekends per year required. Your availability to work occasional overtime and/or *some* holidays is a plus.

The Equipment

Advanced Data provides all required hardware including dual-monitor computer and all necessary peripheries (headset, keyboard, mouse, etc.).
You will need to obtain and maintain high-speed cable internet service (not satellite) with wired connectivity (no WiFi). The internet must meet our minimum internet speed requirements of 30mmbps download/5 mmbps upload.

Compensation and Benefits

The starting rate for this position is $16.00/hour.
Regular performance reviews offer the opportunity for rate increases and promotions.

This position offers the following benefits;
- Medical
- Dental
- Vision
- HRA savings plans
- Short Term Disability
- Long Term Disability
- Life Insurance
- 401K
- Cash Balance Pension Plan
- Profit Sharing Plan
- Personal Time Off (PTO) of 120 hours per year, to be prorated for the first year; PTO includes sick time and personal/vacation time
- 9 paid holidays per year
- Birthday PTO (8 hours)
- Partial fitness program reimbursement
- Charitable matching gifts program

Email Resume to Human Resources

lposteraro@advanceddata.com