



JOB TITLE: PRODUCTION MANAGER

Reports to: Appraisal, SVP
FLSA Status: Exempt
Salary: Salary + Commission Based
Approved Date: May, 2005

SUMMARY

The Production Manager will be responsible for the management and oversight of all service providers in agreement with the SVP – Appraisal. The incumbent is responsible for appraisal production, including organizing, managing, and controlling residential appraisal activities conducted to ensure administrative and operational compliance with regulatory requirements and American Reporting Company, LLC policies/procedures, and to facilitate accomplishment of key production goals.

This job is primarily focused on ensuring appraisal operations compliance and effective resource utilization, improving administrative processes and customer service, providing leadership to appraisal staff, and identifying opportunities to add value to the organization.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Enforces the application of effective control procedures to ensure quality residential appraisal services are provided; follows defined procedures to preclude improprieties from occurring and to safeguard the integrity/credibility of the appraisal process; identifies, in a manner sufficient to recommend timely corrective action, areas of actual or potential liability or other adverse condition(s) affecting the area of responsibility.
- Proactively monitors, analyzes, and evaluates the efficiency, consistency, accuracy and cost-effectiveness of appraisal operations by reviewing productivity reports, backlogs, compliance checklists, service complaints, and other assessment tools/materials; identifies opportunities for improvement and implements changes within scope of authority.
- Ensures that timely, complete, and accurate internal documentation is maintained for all appraisals to establish a clear and relevant audit trail as required; ensures that appraisal records are created, maintained, stored, and discarded in accordance with American Reporting Company, LLC standards for documentation.
- Evaluates controls pertaining to appraisal fees and income as they relate to proper financial reporting for appraisal team; ensures accurate records of approval and billings processes are maintained and that fee exceptions and invoices are documented and approved by appropriate party.
- Assesses the need to add external fee appraisers to the list of qualified vendors to be used by ARC; reviews proposals, qualifications, resumes, references and related materials to determine which appraisers should be utilized; ensures that only currently licensed and/or certified appraisers are engaged. Manages record retention and file maintenance of qualified vendor files.
- Ensures that qualified fee appraisers adhere to current versions of regulatory guidelines, standards and licensing requirements, or are subject to the enforcement provisions of the appraisal regulations; monitors appraisal products/documentation to evaluate the quality of the work performed; identifies non-compliant vendors and assesses potential risk to the organization.

- Plans, conducts and documents residential appraisals, as need requires and as time permits.
- Appraises 1-4 family residential properties following nationally-recognized appraisal practices and procedures for both conventional and government loans. Independently prepares appraisal reports for various appraisal products utilized in the current real estate market; generates the reports using strong writing, communication and analytical skills to convey technical information.
- Schedules and performs physical real estate property inspections, both interior, and exterior, in a timely and professional manner. Activities include, but are not limited to: measurement of physical proportions, drafting property floor plans and taking pictures of the subject/comparables. Creates value conclusion of market value of real estate and generates, accurate and thorough appraisal reports; prepares appraisals and supplemental documentation in alignment with USPAP.
- Aggregates and evaluates recent real estate market data regarding sales activity for comparable properties; researches flood, environmental hazards, earthquake and zoning conditions for relevancy.
- Performs all duties with the highest degree of professional integrity, courtesy and respect to clients, borrowers or property occupants as a means of providing exemplary customer services. Establishes and maintains effective working relationships with customers, partners, and industry peer as required by job tasks and responsibilities.
- Keeps professional commitments. Performs all duties on time as scheduled. Returns inquiries in a timely manner.
- Participates in customer services initiatives (distributing marketing materials to property occupants as required)

QUALIFICATIONS

To perform this job successfully, this individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Understands specific local/state and or federal regulations pertaining to the field of real estate appraisal, including but not limited to Financial Institutions Reform, Recovery and Enforcement Act (FIRREA) and the Uniform Standards of Professional Appraisal Practice (USPAP).
- Maintains current and working knowledge of USPAP, and generally accepted appraisal practices governing residential real property. Maintains current knowledge of appraisal industry practical trends to enable the identification workflow, procedural and customer service satisfaction improvements.
- Maintains an understanding of the practices, techniques and standards applicable to the appraisal of residential real estate.
- Recognizes areas of possible or actual liability or other adverse condition(s) during the course of completing an assignment and elevates/communicates the issue in a manner allowing for timely resolution or corrective action.
- Knowledgeable in the use of basic computer & software systems including but not limited to the MS Office suite of products, appraisal reports creation software, internet browsers, computer peripheral configuration. Uses automated systems and operates office equipment at an acceptable level of proficiency.
- Content, intent, and application of FNMA/FHLMC, HUD & VA underwriting guidelines.

SUPERVISORY RESPONSIBILITIES

- Supervises a team of Staff Production Appraisers and Appraisal Coordinator of varying skill levels and experience located in a telecommuting environment.
- Assesses staffing needs, and plans, schedules, supervises and evaluates the work of subordinate staff engaged in conducting appraisals and supporting various aspects of appraisal processes; interviews job candidates, and hires new employees; provides technical guidance and ensures that subordinates receive the appropriate training/tools to successfully execute job duties; prepares first-level performance management documentation; develops/communicates realistic and attainable performance and production objectives; conducts performance appraisals and recommends promotions/pay actions/terminations within scope of authority. Develop and lead staff to be productive in a virtual environment.
- Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities includes; planning, training, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

EDUCATION

- Minimum of five (5) years of experience as a certified or licensed appraiser; five (5) or more years of management experience, with additional experience as an appraisal reviewer preferred.
- Requires an active appraisal license, certified general, and/or certified residential licensed in the assigned state. License must not have been revoked, suspended or sanctioned in the past 5 years.

ADDITIONAL REQUIREMENTS

- Maintains an active state driver's license, proof of automobile insurance and an ability to provide one's own transportation.
- Works primarily from their home office, in a telecommuting environment. However, office space will be allotted for incumbent to be in the office at least fifty percent of the time for face to face meetings with management. Hours of operation will be determined between SVP – Appraisal Manager and Production Manager.
- Will be required to only do ARC appraisal assignments. Appraiser may not act as a Mortgage broker or real estate agent while employed with ARC
- Professional certification or membership in one of the real property appraisal organizations listed as a member of the Appraisal Foundation is desired

LANGUAGE SKILLS

Ability to read, analyze, and interpret common scientific and technical journals, financial reports. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.

DRESS CODE

Employees must dress in a profession and business like manner in alignment with ARC corporate dress code policy.

WORK ENVIRONMENT

The work environment characteristics described here are representatives of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

DISCLAIMER

The statements herein are intended to describe the general nature and level of work being performed by the employee in this position. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of a person in this position.