

Position - Abstractor - Tulsa, OK

Summary/Objective. Under direct supervision, abstracts documents on title orders within company guidelines. Performs basic title searches, verifying, reviewing, and compiling information including but not limited to tract index information, property surveys and legal descriptions, title orders, customer information, ownership histories, physical address, etc. which involves the return of a set of documents reflecting the history of a property.

Essential Functions. (Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

- Abstracts documents on title orders within company guidelines.
- Performing basic title searches, verifying, reviewing, and compiling information including but not limited to geographic information, property surveys and legal descriptions, title orders, customer information, ownership histories, physical address, etc. which involves the return of a set of documents.
- Updates title and judgment searches and ensures timely processing of abstract documents.
- Answers questions and inquiries regarding process, procedures, and transactions, as needed.
- Submits details for examination of the title and provide updates to appropriate parties.
- Utilizes various documents, files, websites, and title search software.
- Recommends and advises management on process improvement and impact of change and leads initiatives to improve processes and service/products.
- Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.
- Complies with all regulatory requirements.
- Understands, follows and stays current on all policies and procedures in the Employee Handbook.
- Follows instructions and responds to management direction.

- Identifies and communicates areas of improvement regarding operations to management.
- Performs other tasks, duties, or projects as assigned by management.
- Performs all essential functions by being physically present on a full-time basis.

Competencies.

- Computer skills including working knowledge of spreadsheet, word processing and database software packages, internet applications and/or company specific computer applications.
- General knowledge of practices and procedures of the industry, department, or specialized function.
- Good organizational skills, communication, and analytical skills.
- Excellent verbal and interpersonal skills.
- Self-motivated illustrates a commitment to customer service.
- Ability to deliver superior internal and external customer service.
- Highly organized with strong attention to detail with the ability to multi-task.
- Ability to consistently meet deadlines, demonstrate strong follow-through and to follow all regulatory and company procedures.
- Ability to effectively present information in one-on-one and small group situations to customers, clients and other employees.