



Estimator and Repair Specialist is responsible for coordinating the vendors within a specific territory. You will need to work strategically, anticipating needs, monitoring performance, and analyzing the work capacity for each vendor. Estimator and Repair Specialist will handle the negotiation of rates as well as onboarding and training of vendors. As the Estimator and Repair Specialist, you will be held accountable for vendor performance within your designated territory.

Essential Duties & Responsibilities:

- Experience working for a bank, servicer, government agency or national field service provider dealing with field vendors/contractors working on residential properties and know HUD/FANNIE MAE guidelines.
- Effectively communicates tasks, objectives, performance standards, and other responsibilities to vendors.
- Monitors and evaluates workload and productivity of vendors to maintain revenue goals and quality standards.
- Ensures vendor compliance with company standards, policies and procedures.
- Supports vendors with training, best practices, and relevant tools to maximize productivity and efficiency.
- Identifies and explores process-driven issues and implements appropriate solutions.
- Tracks compliance scores and allocates work effectively to maintain vendor performance.
- Manages strategic planning and identifies opportunities for improved performance within the designated region.
- Negotiates vendor rates that align with the company profit model as well as market rates in the local region.
- Conducts vendor audits to track and measure vendor performance and compliance with company standards, policies, and procedures.
- There will be some travel to visit vendors in your territory on a quarterly or bi-annual basis Highly organized self-starter with the ability to prioritize multiple tasks
- Meticulous attention to detail with high degree of accuracy
- Ensure efficiency in all production queues
- Timely, accurate and professional responses to queries and email follow-ups
- Compliance with all policies, procedures and timelines

Competencies:

- Strong communication skills, written and verbal
- Excellent customer service knowledge and skills
- Ability to work with a flexible schedule
- Comfortable in a production-driven environment
- Effective decision-making and problem-solving skills
- Must be able to work overtime as needed
- Proficient in Microsoft Office and other PC applications including (but not limited to) MS Word, MS Excel, email, internet and customized database management
- Strong analytical skills to accurately interpret numbers and letters
- Ability to work with numbers to calculate time frame and evaluate costs and losses
- Must possess organization and prioritization skills to manage time

Education and Experience:

Education: Four-year college degree or equivalent work experience

Experience: **National field service provider dealing with field vendors/contractors working on residential properties and know HUD/FANNIE MAE guidelines.**



Work Environment:

Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. This position is a sedentary position that requires 8 hours of sitting at a desk in a climate-controlled environment with frequent computer, mouse, 10 key touch and phone work.

Job Type: Full- Time and Part-Time

Salary: Base \$27,000.00 /year PLUS Quarterly Bonus

Experience: Field coordinator/client coordinator: 1 year (Preferred)