

Closing Manager – Gulf Coast East Division**Employer Information**

Organization Name: Truland Homes
Job Department: Operations
Reports To: Chase Gruber, Director of Sales
Job Location: Panama City Beach
State: Florida

Purpose:

The role of the Closing Manager is to implement the business unit strategy in alignment with the company's purpose, vision, and core values. The Closing Manager is responsible for ensuring the company backlog of sold homes successfully close as schedule by managing the closing process and coordinating with multiple parties to achieve the desired outcome. Additionally, this position organizes/maintains job files and provides general administrative support to the executive team. The primary role is to ensure achievement of timely and accurate closings, while providing a superior customer service experience that is consistent with Truland Homes' brand.

Education:

Required: Minimum Bachelor's Degree or equivalent years of relevant work experience.
Work Experience: 3+ years with project management experience. Real Estate, Mortgage, or Title company experience preferred.
Required Licenses or Certifications: Must have or be able to obtain your Notary Public.

Skills:

- Ability to skillfully use a computer with MS Office 365 software and proficiency in Excel.
- Highly flexible, with solid interpersonal skills that allow one to work effectively in a diverse working environment.
- Effectively communicate both verbally and in writing.
- Excellent attention to detail.
- Perform various tasks while subject to interruption and to perform work per schedules and timelines.
- Establish and maintain effective working relationships.
- Represent department goals and objectives.
- Ability to always deal with people sensitively, tactfully, diplomatically, and professionally
- Professionalism in both appearance and behavior

Tasks:

- Review the Projected Closings Que daily to proactively manage the closing process to achieve an accurate and timely closing for all jobs.
- Coordinate schedules and information flow to all parties including buyers, realtors, lenders, title companies, production, and customer care departments.
- Follow up with lenders regarding loan quality and critical deadlines regarding loan application, loan approval, appraisal order, and closing delay penalties.
- Monitor all incoming communication and immediately respond to, acknowledge, and work towards finding the appropriate resolution by working with internal and external partners with a focus of being empathetic, reliable, and personable.
- Act as a company representative, by attending customer closings and reviewing homeowner's manual, distributing house/mailbox keys and presenting closing gifts.
- Responsible for timely and accurate updates to the Pending Close and other various reports used in the daily management of the company's activities.
- Proactively communicate with and recommend solutions to Executive team on Closing Department issues and trends.
- Organize and maintain job files for each home.
- Confirm accuracy and timeliness of deposits and all documentation including but not limited to purchase agreements, change orders, lot reservations and deposits.
- Walk in alignment with the purpose, vision, and values of Truland Homes by first modeling the way as a servant leader, serving as the example for all others to follow.
- Other duties as assigned.

Truland Homes, LLC shall abide by the requirements of 41 CFR §§ 60-1.4(a), 60-300.5(a) and 60-741.5(a). These regulations prohibit discrimination against qualified individuals based on their status as protected veterans or individuals with disabilities, and prohibit discrimination against all individuals based on their race, color, religion, sex, sexual orientation, gender identity, or national origin. Moreover, these regulations require that covered prime contractors and subcontractors take affirmative action to employ and advance in employment individuals without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, protected veteran status or disability. Truland Homes, LLC's commitment to equal employment opportunity applies at all levels of employment, in all job titles, including the executive level, and to all employment actions, including but not limited to decisions concerning recruitment, hiring, training, and promotion.

Please send cover letters and resumes to
Chase Gruber
Director of Sales
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