**Department:** Default Services

**Location:** Rochester, NY

**Classification:** Nonexempt

**Reports to:** Partner(s), Associate(s) and/or Paralegal(s)

**Company Overview:**

It is an exciting time to be at Woods Oviatt Gilman. Through our continued growth, we work very hard to maintain an environment that is fun and a place to feel proud of while out in the community. The firm recognizes the importance of work/life balance and many programs are in place to support that philosophy.

**Summary:**

The sales clerk is responsible for scheduling sales dates, closings and publications, obtaining documents and following up. Handle third party closings when applicable. Daily correspondence with clients, attorneys and courts will take place via fax, e-mail, letter and phone. In addition the clerk will be responsible for identifying any deadlines and ensuring the case management system is properly updated and coverage is accurately secured and calendared. Additional duties as assigned by the supervisor and team lead at any given time.

**Duties and Responsibilities:**

Daily client systems workload/tasks:

* + Updating client system with the current step of the process
  + Updating case management system
  + Following up on requested documents or information
  + Completes close and bill instructions
  + Review foreclosure files for active Bankruptcy status
  + Ensure all billing is completed and accurate

Identifying court deadlines and future appearances:

* + Calendaring future appearances
  + Processing correspondence from court
  + Updating case management system
  + Escalating upcoming deadlines

**Minimum Qualifications/Requirements:**

* Associates Degree and/or High School Diploma with commensurate administrative work experience
* Proficient in Microsoft Office Programs, including Windows, Word, Excel, Outlook, as well as Adobe or PDF Docs
* Document Management software experience is also preferred
* General knowledge of the foreclosure processes a plus
* Ability to prioritize and organize work effectively to meet strict deadlines
* Read and interpret court, client attorney, trustee and debtor emails
* Maintain superior relations with clients

**Core Competencies:** Dependability, attention to detail, good spelling, ability to meet deadlines in a fast paced environment, excellent verbal and written communication skills, ability to produce a professional work-product with minimal errors, ability to work independently, with little or no direction, to multi-task, prioritize and problem-solve, strong interpersonal skills, ability to work in a team environment, and good time management skills.