



888.DART.123

2600 W.Big Beaver Ste. 540

Troy, MI 48084

## Job Title: Account Coordinator

About Us: Dart Appraisal is a dynamic and innovative company that improves the appraisal management process for our partners. We have been in business for 31+ years and are dedicated to delivering excellence in all aspects of our business including lenders, appraisers, home buyers and team members.

Job Summary: We are seeking a highly organized and efficient Account Coordinator to join our team. The ideal candidate will play a key role in supporting account management for specific clients, ensuring smooth communication between clients, appraisers, and internal teams. This position requires strong organizational skills and the ability to manage multiple tasks in a fast-paced environment.

### Key Responsibilities:

- Assign appraisal orders to appraisers based on availability, expertise, and proximity to the property
- Communicate with appraisers to confirm order acceptance, appointment scheduling, and any special instructions
- Serve as the primary point of contact for appraisers and clients, addressing inquiries and providing updates on appraisal orders
- Monitor the progress of appraisal orders to ensure timely completion and adherence to service level agreements (SLAs)
- Frequently monitor pipeline and due dates throughout the appraisal process from initiation to completion, ensuring timely delivery of reports
- Collaborate with the client services team to address any client concerns or special requests related to appraisal orders
- Maintain accurate records of order assignments, status updates, and correspondence in our systems
- Monitor and analyze key performance indicators related to account performance and client satisfaction
- Assist in developing and implementing procedures to enhance the efficiency and effectiveness of the order assignment process
- Ensure compliance with all relevant regulations, industry standards, and company policies

### Education and Skills:

- Bachelor's degree in Business Administration, Communications, or a related field preferred
- Previous experience in account coordination, customer service, or a similar role is highly desirable
- Strong organizational skills with the ability to manage multiple priorities and meet deadlines



888.DART.123

2600 W.Big Beaver Ste. 540

Troy, MI 48084

- Excellent communication skills, both written and verbal, with a strong ability to build rapport with clients and team members
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook) and experience with appraisal management software is a plus
- Detail-oriented with a commitment to accuracy and quality
- Problem-solving mindset with the ability to think critically and make sound decisions
- Ability to work independently as well as part of a collaborative team

Dart is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.