

Client Experience Specialist

Louisville Title Agency | Maumee/Toledo, Ohio area | Full-Time, On-site

Starting at \$23/hour, with pay based on experience

Louisville Title Agency has been Ohio and Michigan's trusted title agency for 80 years — and we're growing. We're looking for a friendly, detail-oriented Client Experience Specialist to be the first point of contact in our escrow process, helping real estate transactions close smoothly for buyers, sellers, realtors, and lenders. If you have a year of customer service experience — or a year in real estate, finance, or legal — and love being the person people count on, we want to meet you.

What We Offer

- Starting pay: \$23/hour, based on experience
- Medical, dental, and vision insurance
- 401(k) with company match
- Generous PTO policy plus paid holidays
- Hands-on training on our escrow systems and processes
- Real opportunities for growth within a well-established, 80-year-old company
- A supportive, team-oriented office culture
- Consistent Monday–Friday schedule

What You'll Do

- Serve as a welcoming, knowledgeable point of contact for clients, realtors, lenders, and attorneys, providing excellent customer service throughout the opening stages of a real estate transaction
- Answer calls and emails promptly and professionally
- Enter new orders and transaction details into Qualia (escrow software), including purchase agreements and contact information for all parties
- Follow up to collect any missing or incomplete information
- Track transaction timelines and deadlines to help keep files moving smoothly
- Confirm closing details — dates, documentation, and outstanding items — with all parties as needed
- Send and receive wire instructions
- Notarize documents as needed (for candidates with notary certification)
- Keep files accurate, organized, and up to date, and keep the team informed of file status
- Other duties as assigned

What We're Looking For

- High school diploma or equivalent
- At least 1 year of customer service experience, OR 1 year of experience in real estate, finance, or legal
- Strong attention to detail and organizational skills
- Excellent written and verbal communication
- A positive, customer-service mindset, even when juggling a lot at once
- Comfortable learning new software (we'll train you on Qualia and our other tools)
- Ability to manage multiple priorities in a fast-paced, deadline-driven environment
- Adaptable and quick on your feet when priorities shift
- Trustworthy with confidential information
- Notary certification is a plus

Schedule

This is a full-time, non-exempt, hourly position, on-site Monday through Friday. Occasional work outside normal hours may be required (with advance notice whenever possible); overtime is rare.

How We Measure Success

- Timely and accurate completion of assigned tasks
- Positive feedback from escrow officers, lenders, agents, and clients
- Meeting or exceeding performance goals and metrics
- Consistent adherence to company policies and procedures

About Louisville Title

Louisville Title is Ohio and Michigan's trusted title agency. For 80 years, we've provided exceptional residential and commercial title and escrow services to property buyers, lenders, realtors, and attorneys. From title agents and escrow officers to attorneys and transaction managers, our team of qualified, licensed professionals is dedicated to meeting and exceeding our clients' real estate title needs.

Job Type: Full-time**Pay: From \$23.00 per hour****Work Location: In person****Benefits:**

- 401(k) matching
- Dental insurance
- Health insurance
- Life insurance
- Paid time off
- Professional development assistance
- Vision insurance

Experience:

- Customer Service: 1 year (Required)
- Banking, Real Estate, Legal or Related Industry : 1 year (Required)

License/Certification:

- State of Ohio Certified Notary Public (Preferred)

Ability to Commute:

- Maumee, OH , Toledo OH (Required)