



888.DART.123

2600 W.Big Beaver Ste. 540

Troy, MI 48084

Job Title: Client Services Manager

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 32+ 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 an experienced Client Services Manager to oversee the process and ensure we deliver of exceptional customer service to our clients. The ideal candidate will have strong communication skills, a customer-focused mindset, and the ability to manage multiple tasks efficiently.

Key Responsibilities:

- Develop and foster relationships with clients and seek ways to exceed client expectations.
- Understand client needs and advocate for their interests within the organization.
- Monitor and analyze client performance metrics, trends, and feedback to recommend service improvements for internal thinktanks and client dashboards.
- Ensure the delivery of high-quality services through the development and implementation of best practices in client engagement, communication, and support.
- Address and resolve all inquiries and issues are addressed promptly and professionally.
- Proactively identify potential issues and implement solutions to mitigate client dissatisfaction
- Track key performance indicators and prepare reports for management on departmental performance and client satisfaction.
- Conduct regular team meetings to maintain workflow prioritization.
- Foster a positive and collaborative work environment that encourages teamwork, open communication, and professional growth.

Education and Skills:

- Bachelor's degree preferred.
- 1-2 years of client services, account management, or customer service experience in a professional environment; mortgage or appraisal industry experience strongly preferred.
- Excellent computer skills and O365 experience
- Strong problem solving skills and analytical skills
- Competence in written as well as verbal communication
- Team player/motivator
- Keen eye for detail/accuracy



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- Sense of urgency and ability to prioritize
- A commitment to quality work, done on a timely basis is critical

To apply, please submit your resume and a cover letter detailing your relevant experience and qualifications to careers@dartappraisal.com Please include the job title in the subject line.

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