



888.DART.123

2600 W.Big Beaver Ste. 540

Troy, MI 48084

Job Title: Service Level Coordinator

Location: Troy, MI

Job Type: Full Time (in-office)

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 Service Level Coordinator to join our team. The primary responsibility of this role is to assign appraisal orders to qualified appraisers, ensuring that all orders are processed promptly and meet our high standards for quality and service. The ideal candidate will possess excellent communication skills, a keen eye for detail, and the ability to manage multiple tasks in a dynamic environment.

Key Responsibilities:

- Assign appraisal orders to appraisers based on availability, expertise, and proximity to the property
- Monitor the progress of appraisal orders to ensure timely completion and adherence to service level agreements (SLAs)
- Communicate with appraisers to confirm order acceptance, appointment scheduling, and any special instructions
- 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 database
- Analyze data to identify trends and areas for improvement in the order assignment process
- Provide regular updates to management on the status of appraisal orders and any issues that may impact service levels
- 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:

- High school diploma or equivalent; a bachelor's degree in Business Administration, Real Estate, or a related field is preferred
- Previous experience in a coordination or administrative role, preferably within the real estate or appraisal industry
- Strong organizational skills with the ability to manage multiple priorities and meet deadlines
- Excellent communication skills, both written and verbal, with a strong ability to build rapport with appraisers and internal teams



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- Proficiency in Microsoft Office Suite (Word, Excel, Outlook) and experience with CRM or 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

To apply, please submit your resume and a cover letter detailing your relevant experience.

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