**Manager Appraisal Relations – Job Responsibilities**

**Job Summary:**

Maintain expertise in real estate appraisal knowledge, standards, ethics and practices. Utilize this expertise to manage and direct both internal employees / external suppliers & industry stakeholders in order to facilitate the successful operation and completion of valuations, underwriting valuations for insurance eligibility, and reviewing valuations for quality and completeness. Aid in the sustainability of FCT Valuation Solutions and Residential Lending Solutions through continually investing time, imparting knowledge and continued education.

**Key Accountabilities:**

* Oversees the performance of valuations, underwriting and review, by managing a team of appraiser / appraisal reviewers / underwriters. Training, coaching and monitoring performance of this team.
* Actively co-ordinate with product managers / solution architects / BAs to provide industry specific expertise, to ensure beneficial technology solutions are created for portal enhancements.
* Facilitate the maintenance and growth of the national appraiser network, by properly vetting appraisers / appraisal firm, contracting said appraisers / appraisal firms, attending industry events, and liaising with governing bodies / organizations.
* Co-ordinate with internal departments to understand their valuations needs, and provide valuation solutions aptly suited to their lines of business. Act as an escalation point for VS regarding various lines of business.
* Regularly present valuation solutions to external stakeholders to drive business to FCT. Completing POCs, and working with BDM / Sales team when required.

**Qualification needed to competently complete this role:**

**Mandatory (a designation)**

CRA, Canadian Residential Appraiser - Designation

DAR, Designated Appraiser Residential – Designation

**Nice to Have**

Certified Appraisal Reviewer - Designation

American Society of Appraisers – IFA/ASA Accredited Senior Appraiser Designation

Ontario Real Estate Sales License - OREA

Ongoing CPD credits from all organizations

**Overall Responsibility:**

**Customer Relationships:**

Build, maintain and foster relationships with internal FCT employees through various departments to achieve the highest level of customer satisfaction and achieve the department's and the organization's business goals. Maintain and foster relationships with external stakeholders in the real estate space to ensure business goals can be achieved, and target met.

**Decision Making:**

* Approving hiring, potential termination / layoff or dismissal.
* Analysis is complex, and labour standards must be adhered to.
* Determining and implementing relevant policies.
* Evaluating situations and issues that arise during the day to day business, and presenting solutions.
* Facilitating goal-level creation for the broader function and working with managers to ensure the goals cascade to all workers.
* Required to identify the decision, gather relevant information, identify the alternatives, weigh the evidence, choose among alternatives, take action and review the decision and its consequences.

**Impact:**

The degree and scope of impact are high, given the experience and knowledge required for this position. This role is instrumental in driving specific results as it relates to various valuation workflows / valuation management and requires considerable foresight and vision. In turn directly translates into increased operational efficiencies and streamlined team management.

**Financial Responsibility:**

This role requires cost management when negotiating with external suppliers, and specific industry relationships to ensure that revenue and profit are maximized through the structuring of contract and services agreements.

**Supervision of Others:**

This role requires the managing, supervision, guidance, leading and mentoring of both internal FCT employees and external appraisers.

**Skills and Knowledge:**

Extensive real estate appraisal and real estate related experience is required. Theoretical knowledge, practical and technical knowledge are all required to perform well in this role.

**Innovation and Creativity:**

Vison and foresight are a requirement, along with latitude to think and act in ways that are new and/or improved, to create revolutionary valuation / insurance products that will change the landscape of how this type of work is completed in Canada.

**Problem Solving:**

Superior problem solving skills are required. Both judgement and analysis are also required to address daily issues/problems that are encountered to ensure that the valuation team and other related stakeholders/departments remain efficient in their duties and communication to VS.