



## About Lateam Partners

Lateam Partners is a premier recruitment agency specializing in hiring top **English-speaking** talent in **Latin America** for U.S.-based companies. We connect skilled professionals with dynamic opportunities, offering competitive salaries, career growth, and the chance to work with leading international businesses.

By joining Lateam Partners, you gain access to **exciting remote roles, a supportive work culture, and ongoing professional development**. We pride ourselves on matching top-tier talent with high-quality employers, ensuring a rewarding experience for both candidates and clients.

If you're looking to advance your career with **a stable, well-paid, and growth-oriented opportunity**, apply today and become part of our thriving network!

[www.lateampartners.com](http://www.lateampartners.com)

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### **Job Title**

Office Manager

### **Location**

Remote

### **Client**

Undisclosed

### **Job Summary**

The Office Manager will maintain operational excellence across servicing, compliance, insurance tracking, CRM management, marketing coordination, and internal reporting. This person will be the operational backbone of the lending team, ensuring all files are updated, deadlines are met, and communication flows efficiently.

## **Responsibilities**

### 1. Software & CRM Management

- Maintain Baseline and CRM systems fully updated at all times.
- Upload and organize documents for each loan file.
- Record payments, interest, extensions, and draws.
- Create weekly reports and maintain clean dashboards.

### 2. Servicing

- Monitor payments, late fees, and delinquencies.
- Manage renewals and extensions.
- Process construction draws, verifying photos and invoices.
- Prepare weekly portfolio servicing reports.

### 3. Insurance Management

- Verify active insurance policies for every file.
- Renew policies ahead of expiration.
- Upload new policies and track critical dates.

### 4. Compliance

- Update KYC/AML documentation for investors and borrowers.
- Perform OFAC checks.
- Maintain W-9, W-8, EIN, and corporate records up to date.
- Ensure all loan files are fully complete (appraisal, insurance, title, closing docs).

### 5. Contact Database & First Contact

- Maintain and grow the database of brokers, wholesalers, GCs, and realtors.
- Make professional first contact (non-originator role).
- Log interactions and updates in the CRM.

### 6. Marketing Coordination

- Prepare segmented lists for marketing campaigns.
- Coordinate posts or content when required.
- Generate short outreach performance summaries.

### 7. Research

- Research new markets, brokers, and wholesalers.
- Create clean, ready-to-use databases.
- Summarize market opportunities for internal review.

## 8. Direct Team Support

- Organize weekly priorities: payments, expirations, insurance renewals.
- Prepare portfolio summaries for leadership.
- Maintain daily communication via WhatsApp/Zoom.

## **Qualifications**

- Strong experience working with CRM systems (Baseline is a strong plus).
- Advanced skills in Google Drive, Google Sheets, and Excel.
- Highly organized, detail-oriented, and proactive.
- Advanced English (C1) for communication and documentation.
- Ability to work independently in a fast-paced environment.
- Must be based in Latin America (LATAM).

## **Apply to this position**

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