



**Overview:**

**Vacancy Reference Number: MSMS 2024-019**

**Location: Atlanta or Kansas City**

**Job Description**

<b>Business Entity:</b> Mount Street US (Georgia) LLP	<b>Review Date:</b> 3/13/2024
<b>Cost Code/ Business Unit:</b> 24 - CRE Primary Servicing - US	
<b>Division:</b> Corporate Operations & Compliance	<b>Department:</b> US Loan Servicing
<b>Corporate Title:</b> Executive Director	<b>Functional Title:</b> Executive Director, Asset Management Services (AMS)
<b>Ultimate Reporting Line:</b> Greg Chastain, COO	
<b>Responsible For:</b> Mount Street's US-based asset management team	
<b>Explain who will cover the role when current individual is absent from the office:</b> COO	
<b>Purpose (a brief encapsulation of what the jobholder is required to accomplish):</b> Develop and maintain a high-quality asset management and consulting group focused on commercial real estate credit.	
<b>Core Responsibilities</b> <ul style="list-style-type: none"><li>• <b>Team.</b> Hire, train and develop members of the AMS team. Create and maintain a collaborative work environment where issues and challenges are frankly discussed, tactical decisions are openly debated and employees are provided with meaningful, real-time performance feedback. Balance workload among the AMS team and provide quality-control reviews to ensure the excellence of the team's work product. Identify technical resource gaps and design training to enhance the team's technical proficiencies.</li><li>• <b>Asset Management.</b> Oversee asset managers for a large portfolio of CRE and non-CRE loans with above average complexity or which involve assets at a heightened risk of default, including handling select client assignments including those with a high degree of complexity or visibility.</li><li>• <b>Department Procedure.</b> Oversee the development of templates, forms, processes, and procedures that will allow for efficient execution of our engagement's requirements. Guide the implementation of technology and automation initiatives for improved efficiency and scalability of the AMS team.</li></ul>	

- **Consulting.** Oversee project management and production activities related to AMS consulting projects, which can cover a broad range of credit-related CRE and non-CRE topics and timeframes.
- **Relationship Management.** Serve as day-to-day contact for select clients, ensuring quality and timeliness of services, providing escalation point to resolve issues and enhancing MSUS's relationship within the client organization.
- **Business Development & Public Relations.** Support the development of MSUS's business by representing the AMS team externally during new client pitches and brand building initiatives. Lead implementation efforts on new engagements, including contract and scope negotiations; staffing, resource and technology planning; and coordination with the MSUS functional teams.
- **US Management Team.** Champion the best interests of MSUS as a whole; engage in candid dialogue with the USMT as strategic decisions are considered and commit fully to a course of action once a decision is taken; develop and nurture the organizational culture; create and maintain a collaborative work environment where issues and challenges are frankly discussed, tactical decisions are openly debated and employees are provided with meaningful, real-time performance feedback.

Travel: 15%-25%

**Skills and Competencies** (Key skills, competencies and attributes required for success):

- 10+ years' experience in commercial real estate loan administration and/or servicing industry; 5+ years' managerial experience preferred;
- Bachelor's Degree in real estate, business, finance, accounting or equivalent experience;
- Proven experience in the underwriting and asset management industry with exposure to a variety of operational and client service functions, including examples of providing leadership within one or more functions;
- Knowledge of sophisticated loan structures including syndicated transactions, CLO's, CDO's, and CMBS loans, warehouse line & facility financing structures. Experience with both balance sheet and CMBS loans a plus;
- Advanced knowledge of servicing agreements and the servicing standard. Ability to identify a course of action in the delivery of service level obligations and organize efforts of team accordingly;
- Ability to lead, manage and mentor team members with integrity, concern for the individuals involved, and focus on the firm's best interest;
- Commitment to advocate for the firm's best interests; willingness to assert unpopular opinions and challenge the assumptions of others where necessary in an effort to understand what is true and help determine the appropriate course of action in response;
- Strong customer service orientation; excellent decision-making, problem solving and organizational skills with meticulous attention to detail;
- Willingness to take responsibility for one's own personal development in a dynamic environment; determine the hard and soft skills and abilities needed for success in the role and on a given assignment, then identify and proactively resolve deficiencies;

- Outstanding professional communication skills, both verbal and written; ability to effectively interact with all levels of the organization from entry level positions to executive management;
- High-quality interpersonal skills; ability to build effective relationships throughout the organization and to represent the firm with distinction externally;
- Results orientation with excellent decision-making, problem solving and organizational skills with the ability to multi-task in a fast paced environment;
- Strong computer skills with emphasis on Microsoft Excel, Word, and Outlook and ability to learn new systems or other software as implemented;

**Essential Approved Persons Examinations** (e.g. FSA, CFA):

N/A

**Professional Examinations required** (e.g. ACCA):

N/A

**Other skills required, essential or desired** (e.g. languages):

Good English language skills

**Please note that to ensure compliance with DSGVO/GDPR it is essential for ALL CV's received for prospective candidates who are not appointed MUST be deleted and not saved. If a CV is forwarded onto a colleague please advise them of this rule and please delete the sent email from your history also.**

Mount Street is committed to creating an inclusive and equitable environment for all. We believe that by harnessing different backgrounds, experiences, and perspectives our teams bring a greater breadth and depth of knowledge and expertise and are better placed to support the clients and communities we serve. Creating a truly inclusive working environment is the responsibility of every member of our team. We openly welcome all candidates and their unique contributions irrespective of age, colour, disability (physical or mental), education, ethnic origin, gender, gender identity or expression, nationality, marital or family status (including pregnancy or parental status), race, religion or belief, sex, sexual orientation, veteran status or by any other range of human difference brought about by identity and experience.

Research shows that women and members of other under-represented groups may not apply to jobs when they believe they may not meet every qualification. If you are enthusiastic about this opportunity, and feel you have something to offer, we encourage you to apply.

We will ensure that reasonable adjustments or accommodations are made at each stage in our hiring process for individuals with disabilities. If you require an accommodation or adjustment, please contact the HR team on [HR@mountstreet.com](mailto:HR@mountstreet.com) or +44 (0) 20 7659 7051.