

Position Announcement Consumer Research Manager

Company Information

Altisource Portfolio Solutions is an innovative provider of services focused on high value, knowledge-based functions principally related to real estate and mortgage portfolio management, asset recovery and customer relationship management. Utilizing our integrated technology that includes decision models and a behavioral sciences-based communication platform, we provide solutions that improve our clients' performance and maximize their returns.

Altisource has three primary business segments including:

- Mortgage Services (underwriting, due diligence, valuation, field services, title and settlement services, default services, real estate asset management and sales and component services)
- Financial Services (receivables and customer relationship management)
- Technology Products (residential and commercial loan servicing, loss mitigation, vendor management and electronic invoice presentment and payment software)

Reporting Overview

The Company is an industry thought-leader in the application of psychological principles to borrower behavior. This is accomplished through reliance on psychological theory, behavioral science research methodology and advanced statistical analysis.

The Company is expanding its Consumer Analytics division. There are currently four areas in this division, and each is focused on creating value-adding intellectual property delivered via customizable technology products and/or a professional services model. Consumer Research Managers report directly to the Director of Consumer Psychology and serve as research team members within the Consumer Psychology group.

Responsibilities

- Working with clients to design and implement consumer psychology products and research engagements.
- Use psychological research principles to create innovative consumer contact programs.
- Contributing within the team to develop continuous improvements to current intellectual property.
- Be an active participant in research engagement teams for specific projects. This involves collaborating in design, assisting with data collection and performing analysis of results.

Key Result Areas

- Serve as research team member for multiple simultaneous projects.
- Improve current communication programs in use.
- Develop and test new concepts to enhance programs and products to provide lift in investor returns.
- Offer critical analysis of improvement areas and best practices in current communications with customers.

Required Skills and Abilities

- High degree of functional knowledge in subject matter and ability to communicate that expertise to all organizational levels within internal and external clients
- Considerable ability to translate theoretical concepts into practical applications related to consumer behavior
- Strong organizational skills, attention to detail and flexibility
- Excellent written and verbal communication skills
- Ability to work effectively with global cross-functional teams in a fast-paced environment

Required qualifications:

- A Ph.D. in psychology, marketing or a closely-related field, with an emphasis on consumer behavior or similar area (ABD candidates will be considered with evidence of pending degree completion)
- Research interest in social influence, judgment and decision-making and/or consumer behavior
- Strong working knowledge research design and statistical analysis software (SAS, SPSS, etc.) and MS-Office

Application Instructions or Further Information

To apply, please visit www.altisource.com and click on Job Openings under the Careers tab at the top of the page. The position is listed under the Consumer Analytics Job Category. For more information about the application process, please email Larry Holt, Sr. Manager of Executive Recruiting, at larry.holt@altisource.com.

For more information about the position or Altisource Consumer Analytics please email Seth Carter, Vice President of Consumer Analytics, at seth.carter@altisource.com.