

Position Announcement Director of Consumer Psychology

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 sciences 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. The Director of Consumer Psychology will report directly to the Vice President of Consumer Analytics and will serve as senior researcher and team leader within the Consumer Psychology group.

Responsibilities

- Partnering with clients to determine work parameters for consumer psychology product implementations and research engagements.
- Providing expertise to produce well-designed, effective and ethical persuasive communication with borrowers.
- Contributing within the team to develop continuous improvements to current intellectual property.
- Owning specific research projects. This entails design, supervision of data collection and analysis oversight as well as presentation of results to clients.
- Interacting with executive leadership to create high-impact, data-driven projects that align with corporate initiatives.

Key Result Areas

- Serve as principal researcher and team leader 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
- Ability to manage a small team of research consultants
- 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
- 4 years or more experience in leveraging psychological methods in a business-setting AND/OR 4 years or more of demonstrated academic experience (post-Ph.D.) in this field
- 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.