



Flexiti Financial

Flexiti has reimagined point-of-sale (POS) consumer financing to drive sales for retailers in-store and online, becoming one of Canada's leading private label credit card issuers. Through our award-winning platform, we deliver a POS financing experience across any device that is customer-centric, simple and intuitive. Without the need to integrate into existing POS systems, retail partners can easily offer the same fast and paperless financing solution across all retail locations and sales channels to increase revenue and build loyalty through repeat purchases. For more information, visit www.flexiti.com.

Financial Administrative Specialist

Flexiti is looking for a Financial Administrative Specialist to join its Operations team reporting to the Manager, Administrative Services. As a Financial Administrative Specialist you will be responsible for the processing of financial adjustments on customer and merchant accounts. You are directly accountable for service levels and the quality and accuracy of the transaction processing. The primary role of this position is to exceed customers' expectations and provide superior customer service through the timely and accurate processing of adjustments.

Responsibilities:

- Maintain knowledge of end-to-end customer and merchant processes and Flexiti's product offering.
- Complete customer and/or merchant account adjustments through the fulfillment of credit balance refunds, returns, re-processing of sales, insurance cancellations and refunds, payment posting, and account charge-offs.
- Merchant and customer accounts will be managed through reports and individual email requests.
- Enlist the efforts of the Operations team and Senior Management when necessary to accelerate the resolution of accounts.
- Maintain compliance with required internal controls and departmental procedures.
- Maintain customer privacy and security as outlined in the policies and procedures
- Assist with any other administrative duties as required.

Requirements:

- Strong verbal and written communication skills in English
- Strong analytical and judgment skills
- Excellent interpersonal skills and demonstrated ability to work with others
- Highly organized and results oriented
- Working knowledge of PCs, Excel, Word



What We Offer

- Below are just a few reasons why people love working here:
- An opportunity to be a part of an award winning and fast growing company
- An innovative culture that promotes autonomy and flexibility
- A dynamic team and working environment that provides ongoing support
- Competitive compensation package commensurate to experience

Flexiti embraces diversity. We are committed to building a team that represents a variety of backgrounds, perspectives, and skills. All qualified applicants will receive consideration without regard to race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, disability, age, marital status, or family status. If you require disability-related accommodation during the application or interview process, simply let us know and we'll work with you to ensure you have a positive experience.