



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.

Senior Manager, Collections Operations

Flexiti Financial is looking for a Senior Manager of Collection Operations. Reporting to the AVP, Risk Strategy. The Senior Manager will lead a team that oversees Flexiti's Collection Operations on a daily basis to build a best-in-class collections team! This position requires high attention to detail, superior organizational skills, as well strong people management skills.

The role will lead Flexiti's internal collection operations team as well as outsourced collection agencies to drive increased payments, increased recoveries, and ultimately lower credit losses.

This is a wonderful opportunity for someone looking to be part of a fast-paced environment with the opportunity to play a leadership role in a fast growing company.

Responsibilities

- Oversee and manage Flexiti's internal collection call centre operations.
- Be responsible for all 3rd party collection relationships.
- Manage Special Collection Operations including insolvency management, settlements, estate management, internal collections, etc.
- Leverage data and analytics to drive improved performance in terms of recoveries and payments.

Qualifications

- 6+ years of experience in collection operations with at least 4 years of leadership experience.
- Solid knowledge of the financial services industry and consumer credit products.
- Previous people management experience with large teams.
- Proficiency with Microsoft Suite.
- Someone who can work independently and likes to roll up their sleeves and get their hands dirty.
- Excellent communicator who will leverage strong oral and written communication skills to effectively present key findings to senior management and other team members.
- Strong work ethic, curious and persistent determination in reviewing and reconciling variances.
- Highly organized, detail-oriented and can initiate proactively.



- Desire to take full ownership of deliverables and be accountable for results.
- Ability to produce deliverables accurately and on time with minimal supervision.
- Willingness and ability to continually improve processes and document procedures.
- Flexibility to adapt to an evolving environment with shifting priorities with the capacity to handle multiple competing demands and meet tight turnaround timelines.
- Bonus – Earned experience developing technology products in an award-winning Fintech 'startup.'

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