



Branch Manager

easyfinancial services, a division of easyhome Ltd., offers our customers loan consolidations services, short term loans, prepaid Mastercards, and other financial services to meet our customer's needs.

We are looking for a remote loan manager to help grow our remote lending business. The ideal candidate will have experience with call centers, collections and financial services. Compensation will be based on experience and will include an incentive bonus based on growth and strong collections practices.

easyfinancial services offers:

- **Competitive Wages**
- **Monthly Bonus Incentives based on performance**
- **Health and Dental Benefits**

POSITION OVERVIEW:

- Overseeing the loan process to completion
- Assisting customers with the completion of credit applications
- Maximize revenues by administrating customer accounts and managing collection activities
- Ensure that account receivables and over-due accounts meet company standards
- Communicate loan agreements and terms/conditions to customers
- Execute the sale and the maintenance of our pre-paid Mastercard
- Maintain and complete files to company standard
- Handling customer inquiries on a daily basis
- Oversee staff and daily operations of the remote loans office
- Report directly to our Director of e-Business
- Grow loan book, hire and train team, and implement new strategies and processes

SKILLS & QUALIFICATIONS:

- 2 years of prior experience in the pay day loan or consumer loan industry is required
- 2 years of prior credit/collections experience is preferred
- 2 years of prior call center experience is preferred
- Previous management experience required
- Exceptional customer service skills
- Strong computer and quantitative skills
- Excellent oral and written communication skills
- Solid negotiation and conflict resolution abilities
- Ability to remain calm and focused in stressful situations
- Demonstrated ability to exercise good judgment and decision-making
- Strong organizational and time management skills
- Ability to work autonomously
- Ability to multi-task and set priorities
- Working knowledge of MS Office (Excel, Word, Outlook)
- High school diploma or equivalent is required
- Valid provincial driver's license is required

If you are interested in applying, please forward your resume via email to: easyfinancialservices.HR@easyhome.ca and indicate which location you are applying for in the subject line of the email.

For more information, please visit www.easyhome.ca

We would like to thank all applicants; however only those selected for an interview will be contacted by a representative of ***easyfinancial services***.