



An Equitable Bank Company

**Job Title:** Asset Management and Recovery Coordinator

**Job Type:** Permanent, Full-time

**Division:** Bennington

**Reporting to:** Manager, Asset Management

**Summary:**

This position reports to the Manager, Asset Management. The candidate will be responsible for contacting customers regarding past due accounts and ensuring that payment arrangements are made to bring accounts up to date. The role is focused on finding solutions to ensure the successful performance by our customers under financial contracts and, where necessary, making strategic and difficult decisions in pursuing recovery efforts.

**Key Responsibilities:**

- Contact customers by phone, email, text message and other written correspondence regarding past due accounts and other related matters
- Work with customers to bring accounts current, using established practices (term modifications) and innovative solutions (taking additional collateral, personal or real property)
- Perform and understand various searches and due diligence (i.e. credit bureaus, buyouts, asset comparables, financial statements, etc.)
- Handle and/or assist with recovery efforts of secured assets
- Retain and correspond with third-party servicers incidental to recovery efforts (bailiffs, remarketers, vendors, auctioneers, skip tracers, third-party collection agencies, etc.)
- Make recommendations to your Manager as well as other senior management on the best course of action
- Process delinquent files into default status
- Save meticulous notes and related documents using our file management software
- Other tasks as may be requested

**Requirements:**

The Asset Management and Recovery Coordinator must have a strong attention to detail and the ability to work well under pressure and tight deadlines. The candidate should have very strong negotiation skills, experience reading credit bureaus and other financial statements. The ability to handle challenging and difficult conversations with customers is a must and a necessary ingredient for success. A positive and professional attitude with the ability to work well both in a team environment as well as individually is crucial.

The successful candidate must be organized and accurate. Strong written and oral communication skills are required and proficiency in Microsoft Office is a must.

**Qualifications:**

- A University or college degree in a business-related field is preferred
- At least 2-5 years of work experience in a similar role is required
- Bilingualism in English and French is considered an asset
- Knowledge of the leasing or finance industry is also considered an asset