



Job Title: Account Solutions Analyst

Job Type: Permanent, full-time

Division: Bennington

Reporting to: Manager, Account Solutions

Summary:

This position reports to the Manager, Account Solutions. 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 and innovative solutions
- Perform and understand various searches and due diligence (i.e. credit bureaus, buyouts, asset comparables, financial statements, etc.)
- Retain and correspond with third-party servicers incidental to recovery efforts
- Recommend and process files for default on non-performing accounts
- Make other recommendations to management on the best course of action
- Save meticulous notes and related documents using our file management software
- Other tasks as may be requested

Requirements:

The Account Solutions Analyst must have strong attention to detail and the ability to work well under pressure and tight deadlines. The candidate must have very strong negotiation skills, experience reading credit bureaus and financial statements, and have some experience performing skip tracing and other routine searches. The ability to handle challenging and difficult conversations with customers is a must and a key 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
- 1-5 years of work experience in a similar role is required
- Bilingualism in English and French is considered an asset, and is a requirement for bilingual roles
- Knowledge of the leasing or finance industry is also considered an asset