Job Title: Account Solutions Coordinator

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 making substantial volume contact points with customers and finding solutions to ensure the successful performance by our customers under financial contracts.

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 solutions
- Perform and understand various searches and reports (i.e. credit bureaus, online searches, etc.)
- Recommend action steps on non-performing accounts
- Keep management informed about the status of accounts
- Save meticulous notes and related documents using our file management software
- Other tasks as may be requested

Requirements:

The Account Solutions Coordinator must have strong attention to detail and the ability to work well under pressure and tight deadlines. The ability to handle challenging and difficult conversations with customers is a must and a key ingredient for success. The candidate must have very strong negotiation skills. 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 required
- Knowledge of the leasing or finance industry is also considered an asset