

Bilingual Collections Officer

As a result of some pretty exciting [news](#) ... our Contract Administration team is growing again!

Looking for a [great](#) place to work? Do you enjoy helping customers and developing meaningful relationships? Do you have strong interpersonal and communication skills? If you answered “Yes”, then keep on reading as we may have the perfect position for you!

Working within our Contract Administration team you will follow our “Customer First” approach to collections and negotiate equitable solutions to achieve the best possible outcome for both parties. Additionally, you will assist customers by responding to inquiries and providing excellent customer service. We are committed to training and development. Our goal is to ensure you have the support and tools to be successful in this role.

For more information about our Contract Administration department, [please click here](#)

Core Responsibilities:

- Respond to customer inquiries and concerns
- Secure payments in a professional, equitable and timely manner
- Work in partnership with clients to resolve disputes and negotiate best possible solutions
- Provide clear instructions and information to the Manager and Repossession Coordinator
- Exercise discretion and respect the confidentiality of all customer and vendor transactions
- Manage customer files / make decisions with respect to file acceleration (next steps i.e. repossession, write off, legal action)

Here’s what we’re looking for:

- Minimum 3 years’ experience in: Administration or Client Services within Financial Services, Commercial Lending, Credit or Collections
- Ability to accurately set up and clearly document payment arrangements
- Capability to think proactively and resolve problems logically and efficiently
- Keen attention to detail with proven experience maintaining accurate documentation
- Ability to maintain a high level of confidentiality and thrive in a rapidly changing environment
- Proficient in MS Excel and Word

Bonus:

Previous experience collecting on delinquent or overdue accounts or experience collecting on delinquent receivables is a definite asset!

We work hard, play hard and have a ton of fun along the way! If you are interested in joining a growing organization that has a unique culture, then we would love to hear from you!

A little bit about us:

We are very proud of our [innovative](#) and unique culture at [CWB National Leasing](#). What set us apart is our people; they are a really big deal! Did we mention: on-site gym, fitness studio, staff lounge, zen zone, nap room, and many other fabulous perks? We are committed to fostering an inclusive environment, where employees and customers feel valued and supported. For more information about working for CWB National Leasing, please visit our [website](#) and be sure to check us out on social media to see what we’re up to!



Can't wait to apply?

If you believe you are the person we're looking for, be sure to let us know why you would be a great fit. Go ahead and get creative with your application. Introduce yourself; tell us your story and your past adventures. We look forward to hearing from you and the conversations ahead!

Over to you!

Please visit cwbnationalleasing.com/en/careers to upload your cover letter and resume before **July 12, 2018**.

Don't forget to include the job number in your cover letter along with your salary expectation and please address your application with attention to Laine Jubinville, Talent Acquisition Leader.

If you aren't the right person for this role but you know someone who is, feel free to share it amongst your network!

We thank all applicants for their interest in this opportunity; however, only those selected for an interview will be contacted.

CWB National Leasing only accepts resumes via online application. If you choose to submit your resume by any other means, we cannot guarantee that your application will be considered. CWB National Leasing welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

To all recruitment agencies: CWB National Leasing does not accept unsolicited resumes or candidate profiles and are not responsible for any fees related to unsolicited resumes.

