

Job Title:	Renewal Sales Specialist	Job Category:	Client Services
Department/Group:	Client Services	Job Code/ Req#:	
Location:	Kennesaw	Travel Required:	N/A
Level/Salary Range:	Entry	Position Type:	Full Time
HR Contact:	<u>Madeline Wade</u>	Date posted:	
Will Train Applicant(s):	Yes	Posting Expires:	Click here to enter a date.
External posting URL:			
Internal posting URL:			
Applications Accepted By:			
E-MAIL:MWADE@IOUFINANCIAL.COM; KRARIDEN@IOUFINANCIAL.COM Subject Line: Client Services Renewal Specialist Position ATTENTION: HR DEPARTMENT			
Job Description:			
<p>The primary function of this position is to work closely with IOU Financial borrowers who are eligible for renewal by generating outbound calls along with coordinating collection of financial information or other required information for wholesale business loan portfolios having direct customer contact. The Renewal Specialist will support the Closing/Servicing department by working with borrowers who have post-closing questions. In addition, he or she will be responsible for managing renewal e-mails to merchants, portfolio defense and maintaining the database for UCC filings. The Specialist will also be cross-trained to perform any and all closing and servicing duties as well as provide coverage for vacations or other absences. This position will communicate frequently with account executives, brokers, risk management and production team members to accomplish its duties and responsibilities.</p>			
Responsibilities:			
<ul style="list-style-type: none"> • Generate outbound calls for renewal business from current small business customers with a warm hand off to renewal specialist. • Follow up on leads and maintain an active daily pipeline. • Assistant borrower with logging into the website to submit a new loan request and or submit the loan request on their behalf. • Maintain timely and accurate records of all interactions with customers and internal departments. • Conduct closing calls with IOU Financial borrowers going over all terms and conditions of the loan as well as assisting with any system help needed. 			
Qualifications:			
<ul style="list-style-type: none"> • Must be a self-starter, detail oriented, able to work independently as well as in a team environment. • Have the ability to work effectively and proactively in a cross functional team environment to move renewal expansion process to higher conversion rate. • Possess excellent time management skills and the ability to prioritize opportunities to ensure effective and timely follow up. • One to three years' experience working in financial services and customer service and sales environments 			

Preferred Skills:

- Basic understanding of computer technology in a business environment.
- Sales experience is a plus
- Working in fast paced environment.
- Effective communication skills both verbally and in writing with superiors, colleagues, and individuals inside and outside the Company.
- Effective analytical and problem-solving skills.

About IOU Financial:

IOU Financial is a leading online lender specialized in helping small businesses with healthy cash flow. Typical customers include medical and dental practices, grocery and retail stores, restaurant and hotel franchisees and ecommerce companies. IOU Financial provides a unique approach to lending through an advanced, automated application and approval system. This accurately assesses applicants' financial realities, with an emphasis on day-to-day cash flow trends, and makes small business loans of up to \$150,000 to qualified applicants in only 24-48 hours. Speed and transparency make IOU Financial a trusted alternative to banks. IOU Financial operations is based in metro Atlanta, Georgia with headquarters in Montreal, Canada and publicly traded (TSX-V: IOU). For more information, visit <http://IOUFinancial.com>.