

Job Title:	Client Services Specialist	Job Category:	Client Services
Department/Group:	Client Services	Job Code/ Req#:	
Location:	Kennesaw, GA	Travel Required:	Never
Level/Salary Range:	Entry	Position Type:	Full Time
HR Contact:	Karen Rariden	Date posted:	12/9/14
Will Train Applicant(s):	Yes	Posting Expires:	Click here to enter a date.
External posting URL:			
Internal posting URL:			
Applications Accepted By:			
E-MAIL: KRARIDEN@IOUFINANCIAL.COM Subject Line: Client Services Specialist ATTENTION: HR DEPARTMENT			
Job Description:			
<p>The primary function of this position is to work closely with IOU Financial merchants who are at the final stage of the loan process. This person will direct the merchant through the closing process via a recorded closing call. The Specialist will also handle any post-closing merchant questions including but not limited to balance and payoff amount inquiries. The Specialist will 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"> • Conduct closing calls with IOU Financial merchants going over all terms and conditions of the loan as well as assisting with any system help needed. • Maintain closing call calendar • Assistant merchant with logging into the website to accept funds as well as performing any identify verifications if needed. • Complete pre-closing due diligence checklist. • Recognize and proactively resolve potential problems during the loan closing process. • Assist merchants who may contact you directly for future needs based on service related issues and work with other departments to ensure customer satisfaction. • Communicate with sales/ops regarding any merchant concerns or closing issues. • Assist merchant with any post-closing needs as it relates to current loan account. • Maintain timely and accurate records of all interactions with customers and internal departments. 			

Qualifications:

- 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.
- Working in fast paced environment.
- Loan processing experience a plus.
- 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>.