

CLIENT SERVICES / COLLECTIONS SPECIALIST

DETAILS

Location: Kennesaw, GA	Salary Range: Entry	Position Type: Full Time	Travel Required: None
Contact: Karen Rariden, krariden@ioufinancial.com Phil Bishop, pbishop@ioufinancial.com		Will Train Applicant: Yes	Hours: 10:00 am - 7:00 pm Hybrid (in office/remote)

JOB DESCRIPTION

The primary function of this position is to work closely with IOU Financial merchants who are in the final stage of the loan process. This will be accomplished as a dual role, working side-by-side our Client Services team and also working partially with the next stage Collections Department. When in Client Services, 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. They 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.

When working with Collections, the Specialist is responsible for collecting on non-collateralized small business loans with personal guarantees. They will contact debtors regarding past due accounts and negotiating acceptable payment solutions to get the account current; and responsible for the daily tasks related to collection efforts of IOU portfolio. The Client Services/Collections Specialist will effectively communicate and supports the goals of management, while providing quality customer service and actively pursuing knowledge of skills and tools to be used in all collection efforts. This position requires the ability to professionally negotiate with a variety of different personalities to collect on debts. Collection efforts are time-sensitive, requiring excellent skills in organization and management of time, efforts, and resources.

RESPONSIBILITIES

- Complete pre-closing due diligence checklist. Conduct closing calls with merchants, reviewing all terms and conditions of the loan as well as assisting with system support. Maintain closing call calendar.
- Assist merchant with logging in to the platform to accept funds as well as performing identity verifications.
- Recognize and pro-actively resolve potential problems during the loan closing/acceptance process.
- 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.
- Closely monitors the status of past due accounts. Provides clear and concise documentations of every action taken on an account in the system collection notes.
- Daily outbound collection calls, emails, texts to delinquent accounts.
- Responsible for bringing past due and delinquent accounts back to a current status.
- Work with customers to coordinate payment modifications plans.
- Prepare and present account status reports to management on a weekly basis.
- Adheres to all action steps in a timely manner as requested by management.
- Follow policy and procedures for Collection department.

QUALIFICATIONS

- Must have excellent oral and written communication.
- 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 pro-actively in a cross functional team environment.
- Possess excellent time management skills and the ability to prioritize to ensure effective and timely follow up.
- One to three years' experience working in financial services and customer service.
- Experience in collecting past due and delinquent accounts.
- Working in a fast-paced environment.

ABOUT IOU FINANCIAL

IOU Financial is a leading online lender specialized in helping small businesses with a healthy cash flow. Providing a unique approach to lending through an advanced, automated application and approval system, IOU Financial is able to accurately assesses applicants' financial realities. Small business loans are available of up to \$500,000 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 <https://IOUFinancial.com>.

IF YOU ARE INTERESTED IN APPLYING, PLEASE EMAIL YOUR RESUME WITH SUBJECT LINE:
CLIENT SERVICES/COLLECTIONS SPECIALIST