



SafeLend Canada Inc. 

Client Experience Initiator/Setter

@ SafeLend Canada Inc.

Remote Position

Who is SafeLend Canada Inc.?

SafeLend Canada is a fast-growing innovative Auto Refinancing company which is quickly becoming the Giant leading this first ever available opportunities across Canada. Our Google reviews reflect our passion, mission and beliefs with our clients successfully achieving the financial freedom they deserve.

At SafeLend Canada we believe Canadian vehicle owners have the right to finance and refinance a vehicle at the best rate possible, period.

SafeLend Canada's mission is to be the leader in Auto Loan Optimization throughout our beautiful country by providing automotive finance and car loan refinance solutions alternative to the mainstream, helping clients achieve their financial goals by decreasing their overall loan amounts and lowering interest rates, while allowing them to keep their current vehicle. Our processes are expeditious and completely done through a technology platform from the comfort of home.

Together with our amazing onboard lenders we strive to provide outstanding and indelible service to our clients, partners, communities and each other.

“We vow to treat all of our clients with respect and compassion like they are one of our own family.”

About the Role

SafeLend Canada is looking for an ambitious and avid professional to help build and deliver a first-class auto loan refinance journey to our clients working cooperatively with our outstanding lenders and SafeLend Canada Team. This is a fast-paced and thrilling role that will focus on establishing initial contact with generated lead clients through multiple communication platforms via emails, SMS and phone. You will successfully implement an indelible client experience being the starting line of a rewarding auto refinance journey guiding our clients into the financial freedom they deserve and desire.

You are the key component – The Setter – who will be responsible for establishing the initial contact with clients building a trusting relationship to create a better educated and confident client loyalty with SafeLend Canada. Your extensive follow-up drive will be of the utmost importance to navigate your success and fulfillment in this role. You must have the ability to openly and confidently communicate with each unique client, forming trust and peace of mind – putting all at ease with the process engaging everyone with your energetic and efficacious demeanor.

- Initiate contact with lead generated clients to introduce SafeLend Canada establishing interest and approval to set up the application process
- Educate and gather all required documentation for the SafeLend Canada team to submit on the clients behalf
- Organize and follow up daily communications via phone calls, SMS and emails referencing collected data utilizing your on-the-spot quick thinking and solution-oriented mindset
- Independently lead efforts to understand client behaviours and habits (Avatars) both qualitatively and quantitatively; using these insights to achieve and crush daily, weekly, monthly and yearly individual and company set targets
- Collaborate and maintain open communications with management daily to discuss daily productivity, challenges and provide feedback

- Initiate, build and maintain strong relationships with clients, lenders and colleagues
- Work cooperatively with the SafeLend Canada team to establish application submission, approval and delivery in a professionally efficient manner

About You

You are a passionate customer advocate who is ambitious, empathetic, a good listener and pays attention to details. Your perspective to drive business growth exhibits professionalism while demonstrating patience and understanding guiding clients through every step of their refinance journey.

- Have 1-3 year experience phone sales, customer service, automotive industry, finance industry
- Self-driven, independent, goal mindset
- Flexible schedule throughout day/night – available when clients are ready, not the latter
- Extensive organizational skills for tracking, follow up, applications, customer profile updating, etc.
- Superb verbal and written communication skills with demonstrated experience engaging and influencing clients on products and processes
- Computer Proficient – strongly prefer experience working with Excel, Dealertrack, CRM's, CDP but not mandatory
- You have the ability to generalize both problems and solutions – you can solve problems quickly and think on your feet.
- Are fun, energetic, efficacious, and want to be a part of building something great for all Canadians in a fast-growing company

Expected Start Date: 2021-08-01

Job Type: Full Time

Benefits: Yes

Schedule: Flexible throughout day/night

Work Remotely: Yes – Home computer required

*We at SafeLend Canada strive to look after our valued team as
“we vow to treat everyone as one of our own family.”*

Compensation:

- Base salary + Bonus
- Benefits
- Company incentives for performance targets