



SafeLend Canada Inc. 

Client Experience Manager/Closer

@ 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 opportunity 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

If you are someone who enjoys the thrill of “closing the deal” we at SafeLend Canada have a great opportunity for you. SafeLend Canada is looking for an ambitious and passionate leader whos' main focus will be taking clients submitted documentations and collaborating directly with our onboard lenders and their teams for the approval and completion of the closing stages on our clients' auto refinance journey.

In this challenging yet fulfilling role you will be the main point of contact with our onboard lender teams making it imperative that you are personable, easy to talk to and have the ability to establish a great rapport and relationship with all departments as well as the SafeLend Canada team providing the documentation.

- Work cooperatively with the SafeLend Canada team to establish application submission, approval and delivery for each application in a professionally efficient manner
- Initiate, build and maintain strong relationships with clients, lenders and colleagues – you are the “closer” to the deal – the bearer of good news – we want our clients to feel accomplished and rewarded for their application approval to create loyalty and help educate how to move forward financially with credit
- Collaborate on behalf of our SafeLend Canada clients with our onboard lender teams to identify obstacles, problem solve quickly and offer solutions to achieve application approvals
- Achieve and crush daily, weekly, monthly and yearly individual and company set targets
- Collaborate and maintain open communications with both management and SafeLend Canada Team daily to discuss daily productivity, challenges and provide feedback
- Initiate, build and maintain strong relationships with clients, lenders and colleagues

About You

You are a passionate customer advocate who exudes confidence and professionalism going to bat for each and every SafeLend Canada client to achieve successful completion of their auto 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 – Lender contact throughout day and application submission completed upon receipt of documentation
- Extensive organizational skills submitting required documentation, following up on all applications with lenders, show persistency and determination to achieve approval status
- Superb verbal and written communication skills with demonstrated experience collaborating with business professionals (i.e. credit companies, financial institutions, upper management, etc.)
- 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