



Flexiti Financial

Flexiti has reimagined point-of-sale (POS) consumer financing to drive sales for retailers in-store and online. Through our award-winning platform, we deliver a POS financing experience across any device that is customer-centric, simple and intuitive. Without the need to integrate in to existing POS systems, retail partners can easily offer the same fast and paperless financing solution across all retail locations and sales channels to increase revenue and build loyalty through repeat purchases. With high approval rates, innovative products and services, flexible promotional offers and a partnership-first approach, Flexiti is helping people improve their lives through better financing. For more information, visit www.flexiti.com.

Manager, Operational Effectiveness

Flexiti Financial is looking for a Manager, Operational Effectiveness to join its Operations team. Supporting the Director, Operations, this person will be responsible for measuring and improving internal processes, providing recommendations on leveraging and automating processes, managing change requests impacting internal or vendor partners and supporting the Operations team to continuously improve performance.

Responsibilities:

- Maintain knowledge of end-to-end customer and merchant processes;
- Work in collaboration with Operations, Risk and Legal on creation of process changes or compliance policies, for internal, vendor and merchant processes for the mitigation of risk;
- Working with Legal and Director, Operations to understand impacts of regulatory changes and recommend changes to ensure overall industry and regulatory compliance.
- Responsible for issuing compliance emails, notices;
- Complete monthly risk assessments, providing feedback to internal operations, evaluating remediation of risks, providing recommendations for risk mitigation;
- Support strategic development opportunities to improve customer service/merchant experience;
- In collaboration with Operations, Risk, Sales Operations and Finance, creation/updating of SOPs as well as version tracking and archiving;
- In collaboration with Operations, Risk, Sales Operations and Finance, creation/updating of training material
- In collaboration with Operations, Marketing and Legal, creation/updates to all customer communications (letters, emails, reminders and/or Terms & Conditions, Customer Agreements)
- Support system release updates and changes inclusive of UAT testing;
- Provide backup support to the Manager, Operations;
- Manage vendor relationships;
- Other related duties as assigned.

Qualifications:

- College, university, or equivalent degree in Business Administration or related subject required;
- At least 3 years' relevant managerial experience;



- Business Process Management experience, with preference for some training and/or certification;
- Experience in leadership and organizational development and change;
- Excellent interpersonal skills and demonstrated ability in leading teams;
- Highly organized;
- Experience working with senior leaders in a dynamic environment;
- Results oriented.

The Perks

Below are just a few reasons why people love working here:

- Great and passionate people in a very supportive environment
- Comprehensive health and dental benefits
- Competitive salary; commensurate with experience