



## **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](http://www.flexiti.com).

## **Sales Operations Manager**

Flexiti Financial is looking for a Sales Operations Manager to join our growing customer success and sales operations team. Reporting to the Director of Sales Operations, the Sales Operations Manager will have the opportunity to work directly with our merchants to ensure that they are provided an excellent experience at the retail level. You will get to know them very well by spending time onboarding and training their staff.

## **Responsibilities**

- Support efforts of the Director, Sales Operations and sales operations team in onboarding new merchants and retaining existing merchant base.
- Maintain Employer data systems with regards to merchant accounts.
- Onboard and train new merchants on the use of tablet and desktop applications, using web, video, and phone interfaces.
- Act as internal point person for merchant support.
- Set up merchant locations with marketing material.
- Provide remedial training to merchants as need be.
- Provide ongoing support to merchant partners to facilitate financing transactions.
- Provide retention assistance and aid in merchant satisfaction initiatives.
- Help initiate and implement new marketing strategies from head office.
- Travel (daily and overnight) as required to all geographic areas in which the Employer operates.
- Ensure the timely and successful delivery of the organization's solutions according to partner needs and objectives.
- Help with testing of new products, to ensure they meet business and client needs.
- Initiate and champion small merchant volume generation activities.
- Represent the company with a positive attitude and strong work ethic.
- Help meet and exceed quarterly volume targets.
- Operate within the Employer's guidelines and code of ethics.
- Engage in regular weekly, monthly, and quarterly business reviews and forecasting activities.

## **Qualifications**



- A minimum of 2 years experience in sales support or customer service role.
- Retail sales and customer service a bonus.
- Demonstrated leadership, multi-tasking, and problem solving abilities.
- Strong written and verbal communication skills.
- Ability to travel when required by the employer (average 20%).
- Post secondary degree or diploma with a focus on retail, sales, marketing, or any other business related field.

### **The Perks**

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

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