



Customer Service Representative (CSR)

Mogo is money on the go. We are an innovative company specializing in unsecured consumer loans, and dedicated to helping people by offering simple financial solutions. We are executing on an aggressive growth strategy in the Canadian market. If you are looking for a quickly evolving company that believes performance comes from personal and professional success, this may be the opportunity for you. For more information, check out www.mogomoney.com or become a Facebook fan and see for yourself what makes mogo different.

Our CSRs are the face of Mogo and key members of the team! We're looking for outgoing, enthusiastic individuals who pride themselves on going above and beyond to give our customers an exceptional experience. If you fit the bill, take a look at the details below and send your resume to careers@mogomoney.com with your city in the subject line.

Job Details

- Responds to and resolves customer inquiries in person and over the telephone with accuracy, courtesy, friendliness, timeliness and professionalism.
- Participates in store marketing programs, face-to-face and door-to-door flyer and postcard drops.
- Builds lasting relationships with customers and co-workers.
- Conducts outbound sales calls inform existing customers of products and promotions.
- Approves or denies customer loans based on established loan criteria.
- Contributes to team goals by working towards branch loan volume and customer goals.
- Ensures the confidentiality of customers' information by adhering to PIPEDA.
- Complies with strict cash handling procedures for taking payments, issuing and releasing company funds.
- Completes accurate daily cash balancing and closing audits, including balancing personal float, loans issued, and payments received.
- Keeps a record of audits and forwards audit information to accounting department.
- Completes various trackers and spreadsheets for day-to-day operations.
- Completes operational checklists, to include timesheets every shift.
- Maintains open communication regarding operational issues with key stakeholders.
- Serve on committees and teams representing their store or region.
- Follows company guidelines, operational procedures, health and safety and HR policies
- Embraces and upholds the companies goals, values and corporate objectives in a positive manner.
- Demonstrates respect for team members through support and appropriate, constructive feedback.

The ideal CSR

- High-school diploma.
- Minimum 1-year experience in a customer-facing role in a retail or hospitality environment.



- Basic typing skills, computer knowledge of Microsoft products, and familiarity with the internet.
- Commitment to exceptional customer service.
- Excellent time management and organizational skills.
- Demonstrated problem solving skills and analytical abilities.
- Demonstrated success meeting deadlines and objectives as part of a team and independently.
- Thrives in a fast-paced, changing environment.
- Track record of actively taking part in change and process improvements.
- Experience working in an environment with strict policies and guidelines.
- An outgoing and enthusiastic individual.
- Excellent verbal and written skills.

To Apply

Send your resume and cover letter to careers@mogomoney.com with your city in the subject line.