



## Director, Collections

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](http://www.mogomoney.com) and see for yourself what makes Mogo different.

Reporting to the VP of Sales and Operations you will be the head of the Payment Services department and part of the Sales & Operations senior management team. This is a highly visible, demanding, senior level position with full ownership and accountability of the collections process. You will be responsible for the efficient and effective operation of the collections centre, and for managing and improving collections, recovery and operational effectiveness, while juggling many competing priorities and new projects/initiatives.

We're looking for a highly experienced and respected individual with demonstrated collection expertise and the ability to build and manage a sophisticated recovery process and high performance team. In this role, you will develop and implement collection and recovery strategies to help attain business goals through minimizing loan losses and maximizing customer retention. You will also build, lead and motivate a team of high functioning, top performers through effective management and leadership.

Our ideal Director of Collections:

- At least 5+ years of collections management experience with a track record of success, including 3+ years in a senior management position.
- Thrives in a highly dynamic and fast paced environment.
- A strategic and tactical operator who combines extremely strong analytics with a focus on improving operational processes and team performance.
- Collaborative leader that is able to gain alignment from cross-functional departments, divisions.
- In-depth understanding of concepts, terminology, the systems, processes and technologies used in the collections industry.
- Demonstrated ability to calculate "return on investment" and present business case proposals for new initiatives and tools.
- Experience establishing and building a team through a period of significant growth.
- Ability to work effectively and maintain productivity independently.
- Ability to think and respond quickly and persuasively under pressure.
- Demonstrated customer service orientation.
- Demonstrated success coaching and training Account Managers to build a team of high performers and a culture of peak performance.
- Ability to give appropriate, constructive and positive feedback to co-workers.
- Track record of taking a leadership role in customer and client communications, while simultaneously balancing customer satisfaction and business needs.
- Exceptional written and verbal communication skills in English.

For more information or to apply, please send your cover letter and resume to [careers@mogomoney.com](mailto:careers@mogomoney.com).