

**Debt Reduction Specialist (Financial Client Care Advisor)  
Edmonton, Alberta**

Imagine helping to reduce a person's debt and relieving them of massive stress! You have just given that person's life back to them! You will administer our debt reduction and credit building programs to our clients. You have become the reason why many of our clients choose 4 Pillars over other debt industry options.



**Major Career Challenges at 4 Pillars Edmonton**

- Working in a hectic, fast-paced, heavy work load, and high stress environment.
- Dealing with highly emotional clients that depend on their advisor's consistent physical & mental presence during office hours.
- Learning and adapting to a highly-automated system/process computer environment.
- Completing tasks in a timely manner adding to the team's performance.
- Working in a growing and constantly changing work environment.
- Completing the occasional special project on top of your regular work load.
- Developing a team first attitude as a path to growth within the company.

**Position Description**

We're looking for a humble but ambitious high performing person with experience dealing with credit report analysis and financial or budgeting. The ideal candidate thrives on challenging workloads that directly affect the lives of our clients. Working hard for 4 Pillars means making people happy!

**Your Day-to-Day**

- You will be working with a large client load.
- You will present options, sell our services, and work with Clients to create a debt reduction plan.
- You will collect and organize Client information in confidence; through e-mail, fax, text, & phone.
- You will analyze Client information & create a budget.
- You will monitor Client progress through their chosen debt reduction plan.
- You will prepare vital client documents.
- You will follow up with service partners to get the best possible results for our Clients.
- You will meet and phone client's multiple times over one to two years guiding them through our one of a kind credit building program.
- You will suggest and sell partner tools or actions that will build a client's credit.
- You will review and assist clients with updating their credit reports.
- You will assist clients with ongoing budget support & suggesting tools or actions to help them.
- You will assist clients with filling out any partner application forms.
- You will update our Customer Relations Management (CRM) system after every interaction with clients adding notes for excellent customer service and business operations.
- You will use the busy office Google Calendar to book all your appointments.
- You will call perspective clients as part of your training or when helping to cover off other team members.

## What You Bring to the Team

- Direct credit report analysis experience (example: positions where clients apply for credit like financial or credit product sales, mortgage broker, etc.)
- Financial advisor with budgeting experience.
- Experience communicating with credit bureaus.
- Fearless when speaking in person or on the phone about our services!
- Some proven and successful sales experience.
- Out of box thinker always looking for creative solutions.
- Excellent and tactful English communicator in speech, writing, and through technology.
- Extremely comfortable with technology and computers with good to expert skills.
- High to extreme attention to detail.
- Debt reduction industry experience in a Licensed Insolvency (Bankruptcy) Trustee (LIT) office, credit counselling or orderly payments of debt (OPD) office, or other debt reduction company office an asset.



## Who You Are

- A future leader that is always on time, dedicated, grateful, flexible, and actively engaged.
- Driven to excel by always accepting advice or criticism and quickly learning from mistakes.
- Effective problem “preventer” using common sense when dealing with clients and other team members.
- Professional and respectful in attitude and attire.
- Compassionate and caring for clients and other team members.
- Outgoing, proactive, and career minded by taking positive risks and sharing ideas.
- Amazing team player who is always building other people up and bringing them together.

## Why 4 Pillars Edmonton

Our passion and ability to help people are only as good as our team!

4 Pillars reviews all insolvency options with our clients including consumer proposal & bankruptcy through LIT's before preparing a plan to reduce their debt. We teach budgeting and provide credit building for our clients. We work hard so our clients get the greatest reduction or forgiveness in debt, the lowest possible payments, and a head start on rebuilding their lives.

- We are a fast growing and fast paced multi-cultural office
- Opportunities for dedicated employees with the right skills and team attitude
- Full time opportunity, 8:30am to 5pm with some Saturdays
- Starting salary based on experience
- May get bonus pay that is based on personal, team, and/or office performance
- Excellent health benefits after probation
- Industry and personal development training opportunities may be available
- We celebrate all birthdays with cake!
- 4 Pillars Edmonton has an A+ rating with the Better Business Bureau (BBB)
- 4 Pillars has over 700 positive reviews and a 4+ star rating on TrustPilot.com
- 4 Pillars has a 5-star rating on GlassDoor.ca

- 4 Pillars is an industry leader representing the client not the creditor
- Since 2002 4 Pillars Consulting Group has helped to prepare plans to reduce Canadian's debt
- In 2016 4 Pillars oversaw the restructuring of about \$200 Million in unsecured debt nationwide!
- There are over 60 4 Pillars offices across Canada

### How to Apply?

- Closing date is January 15<sup>th</sup> 2018
- You must be legally permitted and entitled to work in Canada and Alberta on a long-term basis.
- You must be living in the Edmonton area as we do not sponsor work permits/visas or pay for moving expenses.
- All Candidates may have to take personality tests, computer skills tests, and if hired supply a Criminal Record Check.
- Please submit your cover letter and resume by email to [ianh@4pillars.ca](mailto:ianh@4pillars.ca)

