

**Debt Reduction Specialists
Edmonton, Alberta**

Imagine helping to reduce a family's debt and instantly relieving them of massive stress and heart ache. You will help clients start and complete our debt reduction program. You have become the reason why many of our clients choose 4 Pillars over other debt reduction industry options.



Major Career Challenges at 4 Pillars Edmonton

- Working in a hectic, fast-paced, heavy work load, and high stress environment.
- Adapting to a rotating daytime, evening, and weekend shift schedule.
- Proving your company loyalty through learning, action, and attendance.
- Dealing with highly emotional clients that depend on your 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

This job ad will be used to fill multiple positions in our office based on your skill level. Based on your skill level and experience you may be hired to do some or all the Day-to-Day tasks listed below.

We're looking for humble but ambitious high performing rapport building people. The ideal candidate thrives on challenging workloads that directly affect the lives of our clients. Working hard for 4 Pillars means directly making people happy!

Your Day-to-Day

- You will learn debt reduction industry basics that can lead to an expanded role and lifelong career within the company.
- You will spend a majority of your time on the phone calling potential warm Client leads and current clients via our internet phone system with a headset.
- You will pre-screen potential Clients inviting them to learn about their debt options.
- You will organize and collect Client information in confidence with e-mail, fax, text, & phone.
- You will input Client data into our computer database and automation software.
- You will schedule potential Client meetings in a busy calendar.
- You will follow up with potential Clients after initial meetings.
- You will give feedback about our advertising and marketing results/quality to management.
- You may present options and work with Clients to create a debt reduction plan.
- You may analyze Client information & create a budget.
- You may monitor Client progress through their chosen debt reduction plan.
- You may prepare vital client documents.
- You may follow up with service partners to get the best possible results for our Clients.

- You may meet and phone client's multiple times over one to two years guiding them through our one of a kind credit building program.
- You may suggest and offer partner tools or actions that will build a client's credit.
- You may review and assist clients with updating their credit reports.
- You may assist clients with ongoing budget support & suggesting tools or actions to help them.
- You may assist clients with filling out any partner application forms.

Primary Skills You Bring to the Team

- Exceptional attendance and company loyalty.
- Fearless when talking on the phone about our services!
- Passionate about building rapport with potential clients.
- 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 without slowing down.



Secondary Skills You Bring to the Team

- Debt reduction and insolvency industry experience.
- Direct credit report analysis experience (example: positions where clients apply for credit like financial or credit product sales, mortgage broker, etc.)
- Experience communicating with credit bureaus.
- Financial advisor with budgeting experience.
- Banking or financial services experience.
- Proven and successful sales experience.
- Proven customer service skills.

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 Days, some evenings, and 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: open till we fill operational needs.
- 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 from other cities, provinces, or countries.
- 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

