

Reception with Lead Specialists Duties 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

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!

We are looking for a long-term Receptionist at our new west end office. Your primary role will be Reception, but you will have some added duties of a Lead Specialist. As the first point of contact for the office you will represent 4 Pillars in a professional, compassionate, and respectful manner to all Clients and partners.

Your Day-to-Day

Reception Duties

- You will greet all visitors to our office and serve them appropriately.
- You will be on the call queue to answer inbound telephone calls and transfer them appropriately; using a headset.
- You will do data input into computer programs at various stages of the debt restructuring process.
- You will prepare information and folders for client meetings.
- You will help perform outbound reminder calls for all meetings and various stages of the debt restructuring process.
- You will schedule or update meeting dates in the Google Calendar for team members.
- You will use e-mail, text, scanners, photocopiers, digital fax, and other office equipment or systems.
- You will be responsible for making coffee to offer to Clients.
- You will be responsible for the general cleanliness of the main office area.

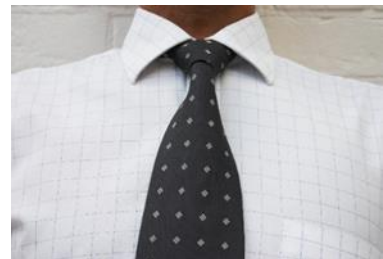
- You may organize and inventory office supplies.
- You may make office supply orders.
- You may assist management as needed with daily tasks, special projects, and booking travel arrangements.
- You may be required to help other team members.
- You may be required to take notes during team meetings.

Lead Specialist Duties

- You will learn debt reduction industry basics.
- 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.

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

