

## Repayment Solutions Specialist

A fantastic opportunity is available for an ambitious and enthusiastic Repayment Solutions Specialist to join the team at On Deck Capital Australia Pty Ltd. This is a key position within the OnDeck Operations Team. You will be primarily responsible for providing outstanding customer service and supporting our customers with their repayments, bringing a strong customer-centric focus.

### Who we are?

Named as one of Australia's Top 5 employers with under 100 employees, for the last 5 years OnDeck has grown to become one of Australia's largest locally owned online small business lender's.

At OnDeck, we are changing the way business owners borrow money by combining our passion for small business with cutting-edge technology. We evaluate businesses based on their actual performance, using real time data which enables us to say "yes" more often, to more business owners, faster than traditional lenders. We have helped thousands of small business owners across Australia access short term, unsecured finance to drive their business growth and enable more opportunities.

### Department summary

Our passion and mission in Operations is to provide small businesses and internal stakeholders with an amazing credit delivery and servicing experience. We work hard as a team to build and operate the most frictionless and scalable environment for small business credit delivery and service. We continuously invest in people, automation through technology, and efficiency through process optimization. Our team thrives on our culture – We are passionate about having fun, being open and empowering team members.

### Primary Responsibilities

- Taking and making high volume outbound and inbound phone calls and contribute in maintaining a high inbound answer rate
- Educate customers on our solutions to address their arrears balance and assess financial hardship applications
- Handling customers objections and finding ways to mitigate their concerns
- Demonstrate high degrees of diligence and accountability in managing your own portfolio
- Effective note taking on all customer interactions and inputting into CRM systems
- Build rapport with our customers to identify reasons for arrears, and negotiate a resolution in a respectful manner
- Adhere to all internal and external policies & processes, including legislative and regulatory requirements



**The fast lane**

- Support other team members with ad hoc duties that are vital in achieving departmental goals

### Skillset Required

- Taking and making high volume outbound and inbound phone calls and contribute in maintaining a high inbound answer rate
- Follow through with customers to address their arrears balance
- Take accountability of and manage own portfolio – early stage collections
- Build rapport with our customers to identify reasons for arrears, and negotiate a resolution in a respectful manner
- Adhere to all legislative guidelines including ASIC and ACCC and Privacy Act
- Adhere to internal policy, system processes and external regulatory requirements
- Support other team members with ad hoc duties that are vital in achieving departmental goals
- Assess and respond to financial hardship applications
- Work as a part of a team to achieve individual and team KPIs

### Desired Skillset

- Previous experience in customer-facing roles (e.g. sales, customer service, collections or call centre)
- Have a positive attitude, are team oriented, social and fun to work with
- Detailed orientated with strong analytical and intuitive investigative skills
- Ability to manage multiple tasks and prioritize workflows
- Outstanding communicator with the ability to handle fast paced, dynamic interpersonal environment
- Ability to solve practical problems and interpret a variety of instructions furnished in oral or written form
- Flexible and adaptable to change
- Persistent and resilient
- Willing to learn and take on feedback
- Proficiency in Microsoft Suite, including Word, Excel, Outlook and Teams
- Experience using Salesforce is desired but not essential as on the job training will be provided
- A driven to win and self-motivated mentality to exceed the daily, weekly and monthly KPIs

### Why Work for OnDeck

Where do we begin? There's plenty of reasons we've been named an Australian Top 5 Employer four years running!

To name a few, at OnDeck, you will:

- Literally change the landscape of small businesses one conversation at a time!

# ondeck

## The fast lane

- Have a meaningful impact on the company's future, and share in the rewards accordingly
- Work in an inclusive, fast-paced environment

What we offer you:

- An open-minded, collaborative workplace, which will both challenge you and celebrate your work.
- Hybrid Work Model – option to work from home 1 day per week
- Fully stocked kitchen with snacks and drinks
- Regular team building events
- Ongoing health & well-being initiatives
- Great CBD location