



<https://intscanada.com/job/lease-administrator/>

## Lease Administrator

### Description

**Location:** Markham, Ontario

### About Us:

Join our fast-growing, enthusiastic team of young go-getters in a highly successful finance business. Where our passion is driven by a common purpose—to disrupt and change the \$76 billion-dollar asset-based lending industry.

For over 30 years, Econolease has led North America in restaurant equipment financing. Through leasing, renting, business loans, 0% financing and payment processing, we work with more than 3,000 restaurant owners each year, helping them achieve their goals throughout Canada, the U.S., and Australia.

With our new digital platforms, owners and operators can now apply online, confirm their pricing terms, sign their contracts, and view previous leases.

This role isn't about being one spoke in a big wheel. It's an opportunity to be a major part of a tight technology team. We're looking for drive, passion, motivation, and enthusiasm. Never satisfied with the status-quo, Econolease has made dynamic shifts in the lending space already with an ambitious and calculated path ahead to render the legacy parts of our business obsolete. This is a growth opportunity for our company and for the right candidate – will that be you?

### Summary:

We are currently seeking a **Lease Administrator** to join our growing team! Reporting to the Director of Operations. The role of the Lease Administrator will be to provide exceptional customer service support throughout the life cycle of various financial product offerings by responding to inquiries and escalating issues as appropriate, including liaising with internal and external customers, handle incoming calls, emails and inquiries.

### Key Responsibilities:

- Provide customer service support, handle incoming calls, emails, and inquiries.
- Support sales staff, provide general administrative work and assist with client accounts as required.
- Contribute to the development of a positive working environment for the team
- Ability to de-escalate challenging customer situations
- Ability to work under pressure and manage conflicting demands
- Ability to take the initiative in finding creative approaches that make each customer's experience feel personal.
- Looks for ways to contribute to the ongoing improvement of the overall customer experience.
- Meet company KPI targets for call handling, communication and complaint

### Hiring organization

INTS Consulting

### Date posted

2023-09-13

handling

- Maintains and promotes a client service environment to satisfy and exceed customer needs and expectations.
- Various other tasks and projects as assigned

**Qualifications/Experience:**

- College/University degree or relevant experience
- Financial/Equipment leasing knowledge or experience is an asset
- Customer service experience an asset

**Other Requirements:**

- Self-starter and motivated
- Intermediate MS Office skills
- Excellent organizational skills
- Accuracy and attention to detail
- Willingness to work hard and learn
- Excellent communication skills, verbal and written
- Strong phone manner with the ability to multitask.
- Team-based approach to work and problem-solving
- Comfortable working in a high-volume, fast-paced environment

**What we offer:**

- Hybrid work environment with work from home options
- Comprehensive benefits package
- Competitive compensation package with a discretionary bonus
- Casual dress
- Company events
- A fun and enriching work environment geared towards personal and professional growth

To learn more, please check out our website:

[www.econolease.com](http://www.econolease.com)

Job Types: Permanent, Full-time

Salary: \$45,000.00-\$50,000.00 per year

Benefits:

- Casual dress
- Company events
- Dental care
- Extended health care
- Life insurance
- Paid time off
- Vision care
- Work from home

Schedule:

- Monday to Friday

Work Location: Hybrid remote in Markham, ON L3R 8C4

