



Ford Credit Canada Company has been providing quality automotive financing services to Ford of Canada, its dealers and customers since 1962. We are looking for bright, enthusiastic, team-oriented individuals who fully understand modern business principles and quality-conscious consumers. The atmosphere is fast paced, innovative, and people oriented.

Ford Credit is a Global Organization that understands that our competitive advantage is our employees. All employees receive comprehensive, ongoing, and relevant job specific training. We are an equal opportunity employer that offers a competitive salary and benefits package (for further information see our website at <http://credit.ford.ca/career-centre>) including:

- Total compensation is competitive with leading Canadian corporations and emphasizes pay-for-performance
- Starting salaries recognize academic achievement and related work experience
- Our comprehensive health care benefits provide flexible coverage for employees and their dependents
- Generous plans exist for vacation and paid holidays
- Company contributions enhance employees' participation in the Savings and Stock Investment Program
- Our Tuition Refund Plan encourages continued education
- Employees and their families can purchase Ford and Lincoln vehicles utilizing employee pricing programs.

Career Opportunity: Discounter

Education:

- Post-Secondary Education preferred
- Minimum of High School Diploma

Duties and Responsibilities:

- Discount all offerings in compliance with provincial consumer protection legislation and procedural requirements.
- Accurately assign discrepancies, monitor for timely clearing and take actions to minimize internal flat cancels.
- Verify insurance coverage on all customers when required prior to funding.
- Ensure new business imaging requirements are met and monitored according to procedural requirements.
- Verify and examine closing documents.
- Contact dealers to review discrepant contracts for corrective action.
- Provide outstanding customer service ensuring proper phone etiquette and professional communication with both customers and dealers.
- Perform daily responsibilities to ensure high levels of dealer and customer satisfaction.
- Responsible for all applicable funding policies, procedures and guidelines required for compliance purposes.

Competencies:

- Knowledge of credit, collection, technology, and customer service.
- Demonstrate relationship management skills.
- Excellent communication skills, oral and written.
- Excellent organizational, time management, multi-tasking, and follow-up skills.
- Understanding of credit operations and processes.
- Proficient PC Skills (i.e. Word, Excel, PowerPoint, Outlook).
- Proficient use of Company and Dealer Services Systems
- Bilingual (English/French) preferred.

ADDITIONAL INFORMATION:

- Must be available to work a flexible schedule Monday – Friday which may include some evenings, holidays, and Saturdays.
- If you are interested in applying, please forward your resume to Human Resources: jobpost@ford.com or via fax (905) 845 2150

Accommodations for applicants with disabilities throughout recruitment, selection and / or assessment processes, where needed, are available upon request. Please inform Human Resources of the nature of any accommodations(s) that you may require.