



Flexiti Financial

Flexiti has reimagined point-of-sale (POS) consumer financing to drive sales for retailers in-store and online, becoming one of Canada's leading private label credit card issuers. Through our award-winning platform, we deliver a POS financing experience across any device that is customer-centric, simple and intuitive. Without the need to integrate into existing POS systems, retail partners can easily offer the same fast and paperless financing solution across all retail locations and sales channels to increase revenue and build loyalty through repeat purchases. Flexiti's joint venture with [Globalive Technology](#) demonstrates its commitment to innovation in the payments space through the development of solutions leveraging artificial intelligence and blockchain technology. With high approval rates, innovative products and services, flexible promotional offers and a partnership-first approach, Flexiti is helping people improve their lives through better financing. For more information, visit www.flexiti.com.

Manager, Risk Operations

Flexiti Financial is looking for a Manager, Risk Operations to join its Operations team. Supporting the AVP, Operations, this person will be responsible for control and risk management responsibilities for Operations working within company Policies and Procedures, Regulatory requirements and Legal practices, to ensure risks are correctly identified and managed.

Responsibilities:

- Maintain knowledge of end-to-end customer and merchant processes;
- Creation of process changes and compliance policies, for internal, vendor and merchant processes covering the mitigation of risk;
- Support merchants (loss prevention) in the development of store policies, procedures and training programs to mitigate risk (fraud);
- Liaise with Risk and Analytics on the testing and feedback of risk strategies (for fraud and collections);
- Understand impacts of regulatory changes and recommend changes to ensure overall industry and regulatory compliance;
- Responsible for issuing compliance emails, notices;
- Complete monthly risk assessments, providing feedback to internal and external operations, evaluating remediation of risks, providing recommendations for risk mitigation;
- Participate in key business initiatives and projects for the identification, assessment, escalation and mitigation of key operational risks;
- Complete and manage vendor audit process (will be responsible to develop an audit process);
- Support strategic development opportunities to improve customer service/merchant experience;
- Collaborate with Risk and Operations on collection strategies;
- Provide feedback, insight and reporting to Operations and Risk into collection/fraud trends.
- Provide backup support to the Manager, Vendor Operations and/or Manager, Operations Support; and
- Other related duties as assigned.

Qualifications:

- College, university, or equivalent degree in Business Administration or related subject required;
- At least 5 years' relevant managerial experience;
- Previous fraud, collections, audit in financial services and/or loss prevention experience;
- Experience in leadership and organizational development and change;
- Excellent interpersonal skills and demonstrated ability in leading teams;
- Highly organized;
- Experience working with senior leaders in a dynamic environment; and
- Results oriented.

What We Offer

Below are just a few reasons why people love working here:

- An opportunity to be a part of an award winning and fast growing company
- An innovative culture that promotes autonomy and flexibility
- A dynamic team and working environment that provides ongoing support
- Frequent company wide social events and a fully stocked kitchen
- Competitive compensation package commensurate to experience