

Director of Credit

JOB SUMMARY:

This position supports the overall organizational philosophy/ vision with respect credit extension, collections & customer portfolio management. The scope of work incorporates (1) managing customer portfolio performance in a multi-subsidiary operating structure with a diverse customer base, (2) leading continuous improvement of all related processes (customer on-boarding, credit extension, collections, credit card processing, etc.) with an emphasis on customer experience, (3) developing innovative strategies to maximize profitability and (4) enriching & leveraging customer data.

This positions partners with the organization's & business unit's senior leadership, must be an influencer, and must be data driven.

Key Responsibilities:

Portfolio Management:

- Implement & monitor company's credit & collections functions to minimize risk with appropriate balance to sales
- Support business units in addressing customer specific credit risk, collection strategies, use of credit insurance, use of liens, payment/performance bonds, etc.
- Maintain & enhance key performance metrics to measure, monitor and drive improvement in sales support, credit extension & collection efforts
- Deliver data driven insights/ recommendations to improve departmental performance
- Deliver/ present monthly, quarterly summary reports to senior management

Service Providers/Compliance:

- Keep current on all related regulations, including but not limited to States' lien laws, Private and Public (Miller Act) Payment and Performance bonds, and Notice provisions required to secure lien and bond rights on jobs.
- Negotiate and manage corporate contracts with Merchant Services Providers, D&B, Equifax, Cortera, credit insurance, and other third-party service providers.
- Maintain PCI DSS compliance across the Company's credit card acceptance program.
- Responsible for coordination, maintenance & execution of the Company's credit insurance program.

Process Improvement:

Understand new technologies and recommend/implement process improvement initiatives, with an emphasis on customer experience, as part of company's continuous improvement culture.

Requirements:

- BA/BS

- 7+ Years of Credit Experience or related, including significant management experience
- Resourceful, detail oriented and data driven
- High proficiency in presenting insights in both verbal and written communication, ability to effectively communicate at all levels of the organization
- Possesses strong analytical and problem solving skills
- Proficient in technology applications both directly and indirectly, including enterprise intelligence systems, CRM, etc.
- Possesses both a strong financial acumen and understanding of business processes to work in a collaborative cross functional environment
- Ability to multitask in a fast-paced environment and prioritize accordingly despite changes in scope, scale, or deadlines
- Experience performing analyses using advanced Excel functionality and providing recommendations based on outcomes

Highly Desirable Qualifications

- Experience with Credit Card processing, Interchange rates, PCI Compliance, latest payment processing methodologies including EMV, NFC, Mobile payments, etc.
- Experience with Accounts Receivable Credit Insurance
- Membership in professional Credit/Collections organizations such as National Association of Credit Management (NACM) and Credit Research Foundation (CRF);
- Professional Credit Designation awarded by NACM such as Certified Credit Executive (CCE), CBF or CBA