



## **Position Available: Credit & Collections Manager**

Are you looking for a fast-paced, creative and challenging work environment?  
Is working with energetic, passionate people right up your alley?  
Do you thrive in a stimulating, over-achieving culture?  
If so, Torstar Digital is looking for you!

Torstar Digital has experienced significant growth over the last few years and we are particularly proud of our strong, thriving culture. We are currently looking for a dynamic and outgoing Credit & Collections Manager to join our Finance team.

From account management to collection calls to building engaging relationships with clients, you are excited by the challenge of delivering results; but at the end of the day, you are passionate, enthusiastic and down-to-earth, with a proven track record of success.

### **THE JOB IN A NUTSHELL:**

Reporting to the Controller, you will lead daily Accounts Receivable and Collections operations, ensuring consistent and timely collection of accounts. If you have a knack for credit and collections, superior customer service skills, and are driven by results, forward your resume to [careers@torstardigital.ca](mailto:careers@torstardigital.ca) today!

### **WHAT WE NEED YOU TO DO:**

- As a leader in the Finance team, you will provide direction and guidance to a team of two Accounts Receivable employees
- You will manage, evaluate and approve credit applications for new accounts and establish appropriate credit terms, contributing to maintaining advertising revenue by assessing credit risks
- Once new accounts are brought on-board, you will proactively seek to minimize DSO by regularly monitoring payment schedules
- You will confidently collaborate with clients, both internal and external, to resolve account inquiries
- You're not afraid to be hands-on and be involved in day-to-day operational work, for example: supporting the preparation of invoices to ensure prompt delivery to clients, and contacting clients to resolve issues
- You have a keen sense of operational efficiencies and will evaluate, recommend and implement process improvements to increase work quality

- Build strong relationships with internal and external clients ensuring ongoing customer satisfaction contributing to the bottom line
- Communicate, communicate, communicate! Provide timely, accurate and relevant information to internal and external clients to support advertising efforts and work processes

### **ABOUT YOU: THE TECHNICAL STUFF**

- At least 1-2 years of experience in a similar role
- Previous experience managing credit and A/R staff
- You have a post-secondary education in business or related discipline and are progressing towards the Canadian Credit Institute designation
- You have advanced knowledge of credit and collection policies, practices and procedures
- Excellent knowledge of CRM systems (knowledge of Netsuite an asset)
- Advanced practical experience with MS Office (Excel, Word, Outlook, etc.)

### **THE SOFTER SIDE:**

- A relationship builder with tact, diplomacy and sensitivity
- Ambitious, driven and eager to learn
- Over-communicator, with strong written and verbal communication skills
- Organized, innovative and proactive problem solver
- Self motivated and goal oriented with a flare for adapting in an ever-changing work environment
- Excited by challenge
- Enthusiastic with a passion for excellence
- Team player, hard working yet light hearted
- Proactive and disciplined, yet casual in approach

### **About Torstar Digital:** <http://www.torstardigital.com>

Torstar Digital's mission is to deliver technology and strategic leadership to its online-only properties, create winning online businesses that can leverage Torstar Corporation's wealth of media assets and assist in online enabling of Torstar Corporation's existing portfolio of print businesses. Torstar's current portfolio of leading digital properties includes thestar.com, toronto.com, workopolis.com, wheels.ca, Olive Media, eye Return Marketing and a variety of regional sites.