

Job Description

Senior Credit Manager

Department: Credit

Reports to: VP Finance & Admin

Job Level: 17

Location: TICFC, Toronto

About The Job:

The Senior Credit Manager is responsible for the oversight, direction, and strategy of the Credit department. The credit manager will report to the VP Finance but will be working very closely with other departments (sales, documentation, customer service, etc.) and preparing and presenting to the credit committee in instances where approvals exceed country limits or require further analysis. The incumbent will be managing a team of at least 1 supervisor & 3 analysts.

What You'll Do:

- Able to manage the team while being comfortable being hands on and assisting the team with daily and more difficult credit adjudication.
- Sets department strategies to achieve KPIs. Development of new KPIs and analysis to help evaluate credit decisions and implement improvements in process and/or adjudication. Building and evolving existing credit scoring models.
- Coordinates and creates new policies and procedures that will help to retain, attract and educate team members and impacted stakeholders.
- Collaborate with various businesses on new initiatives and products.
- Provides input to the senior leadership for prudent credit risk management practices. This might include statistical analysis, development of benchmarking and trending / value add analysis.
- Support the company Credit Committee to review policies and significant sized deals.
- Support career pathing thru diverse business streams
- Identify negative trends respective of dealer acquisitions, quality mix and dealer delinquency and loss realization.

Manages the Credit activities of the Retail and Wholesale Credit Department

- Oversees the credit review process for new customers and active relationships to ensure the interests of TICFC are properly protected.
- Populate credit scoring and adjudicate the credit based on TCF Canada's credit guidelines and scoring model.
- Evaluates, assesses, and categorizes the risk associated with all credit requests and provides the approval authority with appropriate information to support conclusions.

Develops leaders and builds bench strength

- Coaches team to effectively communicate, execute projects, drive accountability, and develop strategies.
- Provides timely, consistent, and honest feedback to associates.
- Drives associate engagement and performance.

Advises Senior Leadership on key topics

- Collaborates with Senior Leadership in establishing overall strategy for Commercial Finance which could include budget setting and project prioritization.
- Partners with Human Resources evaluating positions, creating opportunities, identifying future leaders, and promoting inclusion.

Working Relationships, Management and Decision Expectations/Authority

- Provides effective leadership and clear direction to associates primarily within assigned area. Mentor and effective leader for credit team members.
- Develops relationships with TICFC associates (executives, managers, associates, contingents).
- Analyze, interpret, problem solve, negotiate, convince, and advise.
- Manages the human, financial and operational resources.
- Makes decisions, commits resources to support Credit & Operations and TICFC goals/objectives.
- Makes recommendations such as new services or major changes in business systems, structure, or processes. Ability manage the evolution and migration to new technological tools if opportunities arise.
- Makes recommendations and participates in decision making regarding policy changes. Can make exceptions to current policy within defined parameters.
- Tactical and strategic planning
- Develops and implements short- and long-term plans for the Department.
- Some travel might be required (<5%) mainly to Coppell, TX.

Qualifications You'll Need:

Must Have:

- Minimum 8 years progressive experience in commercial finance, corporate finance, structured finance, or business development culminating in a people leader position with a large commercial bank or other financial institution.
- Knowledge of commercial credit risk assessment and financial statement analysis.
- Excellent written and verbal communication and interpersonal skills.
 - Knowledge of Microsoft Office applications (Word, Excel, Powerpoint etc.)
- University degree
- Team oriented with an ability to work with diverse individuals and departments.
- Ability to build consensus across the organization and across all levels of management.
- Successful record in developing and implementing projects/programs while effectively managing associates and resources.

Great to Have:

- Understanding and experience working in a captive equipment finance environment preferred.
- Experience using Aspire, Equifax and/or Paynet
- Bachelor's Degree preferably in Finance/Accounting disciplines.
- French nice to have.
- MBA preferred.
- Specialized training in financial analysis and risk-related disciplines preferred.

Job Competencies

- **Customer First:** Demonstrate a consistent passion to exceed internal and external customer expectations. Focus on creating an exceptional customer experience.
- **One TICF:** Foster a One TICF mindset. Operate with a broad view of the organization, understanding how your role impacts others within the organization. Collaborate and effectively communicate within teams, cross functionally, presenting a One TICF experience for dealers and customers. Support the company Hoshin and Vision.
- **Mindset of Continuous Improvement:** Challenge self and others to continuously look for ways to improve TICF business processes and deliver value to the customer. Identify problems, remove inefficiencies, innovate, and challenge the status quo. Apply a Kaizen (continuous improvement) mindset in day-to-day tasks and projects - big or small.
- **Demonstrate Inclusive Behaviors:** Foster an inclusive environment where everyone can thrive and feels welcomed, valued, respected, and heard. Be curious, listen to, understand, and capitalize on diverse perspectives. Show gratitude and consistently demonstrate respect for people.
- **Learn, Grow, Develop:** Continuous improvement of yourself and others. Ask for and give constructive feedback. Invest in your growth and development by taking on challenging assignments and applying learned concepts.

Toyota Industries Commercial Finance is an equal opportunity employer.