

**Innovation, Growth, Teamwork...** *Experience it with a career at Barrett Xplore*

Headquartered in Woodstock, New Brunswick, Barrett Xplore Inc. operates Xplornet Internet Services, Canada's largest rural broadband provider, with customers and dealers in every province and territory. Barrett Xplore Inc. aims to bridge the urban/rural digital divide by ensuring that every Canadian, regardless of where they live, has access to broadband, thereby enabling them to compete effectively in the global economy and gain access to essential government and educational services. Barrett Xplore Inc. employs over 400 people across Canada and maintains Customer Contact Centre's in Woodstock, NB and Fredericton, NB. [www.xplornet.com](http://www.xplornet.com)

We are currently looking for a **Collections Manager** in our Fredericton or Woodstock NB office location. The Collections Manager role involves managing subscriber collections for Barrett Xplore Inc (BXI). In particular, this role will also facilitate continuous improvement projects specific to collection activities as it relates to Customer Care and Finance within the wider company. In this role you will report to the VP of Customer Care and be responsible for managing day to day collection activities including team management, executive level reporting and account aging activities. Other special projects will be assigned to complement our efforts to reduce costs and increase collection success. The end goal is to minimize accounts that reach 30 days past due, to minimize our total collectible exposure and to minimize the number of accounts that are delivered to third party collections. These goals can only be successfully reached if we also work in partnership with sales and service activities within the company to reduce 'churn' as much as possible.

Other key job functions include:

- Lead the Collections Team and ensure effective campaign management
- Implement reengineered collection processes
- Implement continuous improvement activities
- Publish reports on aging and campaign progress
- Partner with Customer Care and Finance to improve aging and reduce churn
- Coordinate activities with Dealer Collections
- Participate on related projects
- Lead special projects as directed by Manager

Key requirements include:

- Completion of a related post-secondary degree or an equivalent combination of education and/or experience is required.
- Minimum 5 years related experience
- Exceptional verbal and written communication skills
- Project Management knowledge and training, supporting the development and institutionalization of project management methodologies and best practices and the ability to interpret BXI's business strategies and translate them into project deliverables
- Superior computer skills (Excel, Word, PowerPoint, MS Project, Outlook, internet, etc.)
- Well defined analytical and problem solving skills
- Highly developed organizational and time management skills
- Familiarity with using pre-defined methodologies in an enterprise setting for project management, change management, and process reengineering is an asset
- Diverse collections experience in leadership roles
- Demonstrated collections success
- Project management experience, with a demonstrated ability to deliver projects on-time and within budget
- Experienced presentation, facilitation and documentation skills and strong interpersonal, planning and organizing skills
- Demonstrated ability to learn quickly and lead strategically
- Frequent travel to and from our Woodstock NB office will be required
- Extended work hours may be required



We thank all applicants for their interest but wish to advise that only those selected for an interview will be contacted. If you are interested in this opportunity please send your cover letter and resume to:

**Email:** [careers@barrettxplore.com](mailto:careers@barrettxplore.com)

**Fax:** (866) 881-9391

**Please note "Collections Manager" in the subject line when applying.**

