



Position Description

Position Title: Director of Leasing
Department: Administration
FLSA Status: Exempt

Company Overview

Flex Technology Group is the largest and most respected Managed Print Solutions provider in the nation. For more than 10 years, FlexTG has provided a unique and high-value driven enterprise service to businesses of all types - a fully integrated national managed program for document technology. We are the service and solutions professionals, providing support to medium and large businesses throughout the country. FlexTG currently manages clients in all 50 states including Canada and Puerto Rico.

Position Summary

A Director of Leasing will be responsible for all aspects of leasing for all lease deals and will act as a liaison to all leasing partners. This includes entering credit applications, buyouts, funding, and lease returns. This position required the ability to think critically and communicate well while ensuring the highest level of customer satisfaction and achieve the Flex Technology Group's Mission and Vision.

Essential Functions and Responsibilities

- Mentor and develop Lease Administrators
- Ability to build a team culture by motivating, training, and supporting team members
- Assuring timely and accurate communication with sales leaders and teams
- Procedure maintenance
- Onboard new employees
- Monitor Team Email Groups
- Monitor Zen Desk Tickets
- Plan/Hold Team meetings
- Conduct 1:1's with team monthly
- Collaborate with team to maintain daily standards of performance
- Assist with automation projects
- Manage time off requests and timecard approvals
- Set SLA's for Lease Admin team
- Executive briefings with VIP Customers w/Sales
- Weekly meetings w/team to review open deals
- Meetings w/Sales Mgmt to review lease deals
- Initiate training opportunities
- Collaborate with Internal Teams to promote best practices across all teams
- Interview/Hire new candidates for open positions
- Develop best practices to manage lease deals



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- Define project scope, goals, and deliverables that support business goals in collaboration with management
- Effectively communicate and work with peers, other departments and management to set internal expectations and maintain appropriate implementation project scope
- Work with leasing partners on funding issues
- Oversee the management of the lease return inventory
- Work with reps on deal builds
- Complete weekly lease projections for current deals and responsible for providing weekly report to accounting
- Negotiate special lease rates on complex deals
- Work with large ticket reps at leasing partners on large funding deals to ensure compliance
- Assist with reconciliation of the monthly sales log
- Complete lease training as needed
- Oversee the tracking of rebate qualifications as required
- Provide monthly reporting as required
- Request updated rates from lenders and update rate calculator quarterly
- Other tasks and projects as assigned

Standards of Performance:

- Funding sent to bank within 24 hours of receipt of final document
- Equipment order fulfillment within 24 hours of receipt of notice
- Any pertinent customer communication is effective, accurate and timely
- Rep requests answered within 24 hours
- Credit approvals are submitted within 1 hour of receiving request
- New deal audit & approvals are answered within 4 hours of receipt to queue
- Sales log is reconciled prior to end of month for assigned accounts
- Interdepartmental communication is efficient and meaningful

Qualifications and Experience

- 4+ years' college degree preferred or equivalent work experience in an implementation role
- 1+ years' Management Experience
- 1+ years' experience training and developing employees
- Strong ability to adjust processes to suit best practices with little direction
- Strong decision-making and problem-solving skills
- Experience with negotiating with banks is preferable
- Minimum of Intermediate level experience in Microsoft Word, Excel, & Outlook
- Strong customer service skills and experience
- Strong attention to detail and ability to understand process dependencies and relationships.
- Desire to learn, grow, and develop
- Strong time management and organizational skills.
- Ability to prioritize, manage, and organize workload in a fast-paced environment.
- Strong written and oral communication skills.
- Exceptional interpersonal skills.



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Supervisory Responsibilities

This position has supervisory responsibilities

Physical Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The physical requirements for performing the essential functions of this position require the employee to be able to:

- Sit, stand, kneel, walk and reach
- Be able to lift, push, pull and/or move up to 20 pounds
- Hear well enough to communicate with others
- Read a computer screen and written material
- Write, type and use phone system

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

Work Environment

Good working environment with the absence of disagreeable conditions. The noise level in the work environment is usually moderate.

Benefits

- Medical / Dental / Vision and 401K
- To support our aggressive growth plans, we offer unique opportunities, including advancement, ongoing training, mentoring and the opportunity to develop world class business skills

Flex Technology Group is committed to providing equal employment opportunities for all applicants and associates. The Company does not unlawfully discriminate on the basis of race, color, creed, pregnancy, religion, sex, national origin, age, disability, veteran, marital, or any other protected status. The Company also makes reasonable accommodations for disabled employees. Finally, the Company prohibits the harassment of any individual based on their protected status. This policy applies to all areas of employment, including recruitment, hiring, training, promotion, compensation, benefits, transfer, and social and recreational programs.