

Systel Job Description

Job Title: Leasing Assistant

Department: Leasing Department

Reports to: Director of Leasing

FLSA Status: Non-Exempt: 8:00am – 5:00pm, Monday – Friday
Monday – Friday (40 hours per week; 1 hour lunch each day)

Summary:

Provide support and liaison between sales representatives, all Systel leasing companies and customers.

Essential Duties and Responsibilities:

- Request & send buyout and trade-up quotes to sales representatives on all leasing programs. Process lease approvals, buyout quotes, and final lease packages.
- Assist with monthly order billing to include purchases and leases
- Enter credit applications on line.
- Forward credit approvals to sales representatives.
- Obtain additional required information for application process (principal information, financial statements, articles of corporation, etc.). If declined, shop deal to outside leasing companies.
- Answer customer or sales representative questions re: billing problems, lease end, renewals, insurance, complaints, collection problems, etc.
- Review orders at end of month and make any necessary changes or obtain any additional information before forwarding to leasing companies.
- If service is included in deal, verify rates are correct and then break out service from equipment cost.
- Ensure we receive funding for deals in a timely manner (preferably before the 10th of the month). If problem with order, communicate between sales representative and Lease Company until issue is resolved.
- Retrieve and/or forward misapplied service and/or lease payments from/to leasing companies.
- Process Systel and outside companies' lease payoffs and buyouts.
- Handle lease buyouts/payoffs for customer if sales representative is not upgrading.
- Work with sales and customer retrieving lease information. If Systel is upgrading deal, get letter of intent along with return authorization for branches.
- Prepare final documentation package for leasing company which may include:
 - Approval (all terms and conditions must be met)
 - Lease
 - Invoice
 - Any applicable billing instructions from customer.
- Handle lease accounts when notified of lease account past due (if service is included) notating on service and sales side of account being past due.
 - Put note on equipment for services and supplies to be held
 - Follow up to see if customer has paid; if so, remove the message of 'hold' from unit.
- Responsible for entering the lease information in the lease modular for ALL leases and all outside leases

- Return authorization for units to be returned to lease
 - Once deal is booked/or unit picked up, make sure Systel Branch(s) get the 'RA' for the return.
 - Handling with service contract final meter billing on service contract of unit going back.
- Take customer phone calls regarding customer issues and work to resolve
- Process equipment moves, address/location change and loaners on lease side and E-Automate
- Assist in Global Search lease indexing and assisting branches with orders
- Maintain a positive attitude & encouraging demeanor with all employees in the department & company.
- Available to work extra hours at the end of the month sales cut-off date (Vacation & Personal time needs to be planned around the end of month sales cut-off date.)
- Assist in special projects as assigned by management.

Qualifications: Must have the ability to communicate orally with vendors, customers, and leasing companies. Must have basic mathematical skills. Must be able to set and meet deadlines, handle multiple tasks efficiently and complete duties independently. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.