



**Compliance Associate**  
**PRA Group – London, Ontario**

**About us.**

As a global leader in acquiring and collecting nonperforming loans, PRA Group returns capital to banks and other creditors to help expand financial services for consumers in the Americas and Europe. With more than 5,000 employees worldwide, PRA Group companies collaborate with customers to help them resolve their debt.

**Find respect and reward with PRA.**

We believe in creating an environment that strives for high performance, acknowledges the value of diversity, and provides development opportunities. We're committed to helping our employees reach their highest potential by offering competitive salaries, proprietary training programs, bonus plans, tuition reimbursement programs, comprehensive benefits, an employee assistance program, and valuable opportunities to establish a long career within our organization.

PRA Group Canada is looking for a **Compliance Associate** to join our team! Reporting to the Compliance Specialist, this individual will be responsible for auditing and reporting on the quality of work of all internal Collection Generalists, Legal Recovery Specialists, and Collectors employed by our external Collection Agency partners. This role also assists in the testing engagements as assigned and directed by the U.S. - AVP Compliance Testing.

**Responsibilities & Duties:**

Utilizing strong analytical skills, English/French bilingualism, and knowledge of the various legislations that impact the Canadian Debt Collection Industry, in conjunction with our organizational policies and practices - conduct quality and compliance audits on calls made both internally and externally to our customers and to third parties we contact. This includes:

- listening to calls both real time and recorded
- escalating employee issues as required to the Operations Leadership Team
- remaining current with all regulatory updates and internal collection processes and practices
- remaining objective, diplomatic, and respectful of confidentiality in challenging situations
- prepare summary reports to be sent to the Operations Leadership Team
- Testing and documenting the performance of controls to ensure compliance with PRA expectations and industry regulation.
- Support both Compliance and Operations Departments by offering recommendations to improve the audit process, as well as solutions related to concerning results
- Assist in PIPEDA (Personal Information Protection & Electronic Documents Act) and Compliance in-house training

- Take an active role in the Annual Policy Acknowledgement Committee, which is involved in the creation, development, implementation, and tracking of materials related to annual compliance training and annual policy acknowledgement
- Additional duties as requested by leadership

**Qualifications and/or Experience:**

- High School diploma
- English/French bilingualism
- Proficient computer skills
- Ability to handle sensitive information with the utmost confidentiality
- Excellent communications skills, both verbal and written
- Strong organizational and administrative skills
- Strong attention to detail and accuracy
- Pass criminal background check
- Post-secondary education in a related field is preferred
- 2 years' experience within the Debt Collection Industry is preferred

**Benefits:**

- A competitive compensation program, including: 3 weeks' vacation to start, group health and dental program, pension plan, employee assistance program, and tuition reimbursement program
- Competitive Salary based on relevant experience, and annual bonus program
- Talent developmental opportunities for motivated and engaged employees
- Innovative organizational programs that recognize top performers within the Canadian team
- Positive work/life balance
- Complementary tea and coffee

**Schedule:**

- This role is suitable for motivated individuals able to commit to a full-time schedule of 37.5 hours per week
- Monday to Friday, business hours, some flexibility may be required

**Please submit your cover letter and resume by Sunday, June 23, 2019 via email to:**

[humanresources@pra-group.ca](mailto:humanresources@pra-group.ca)

We thank all applicants for their interest; and will contact those selected to participate in the interview process.

We are compliant with Accessibility for Ontarians with Disabilities Act (AODA) legislation. Accommodations will be provided upon request.