

Broker Support Associate

Make your mark

Are you someone with a demonstrated passion for client services who thrives on new challenges in a transformational environment? As a **Broker Support Associate** you will play a critical role in supporting the Brokers sales team by managing new business pipeline in the Broker channel.

You will be hands-on, take ownership and contribute to improving the customer experience in a fast-paced, high-growth business. In this role, you will have the opportunity to work with a diverse and talented team, ensuring our Broker expectations are met, managed and delivered upon.

How you will make a difference

- Support brokers and their customers as they transact in the Shift ecosystem.
- Actively collaborate with the Credit and Settlements teams to deliver an excellent customer experience.
- Be an expert on Shift's products, procedures, and values.
- Proactively identify the needs of each application and manage document collection.
- Keep brokers and partners up to date with their applications, accreditation, and new product releases.
- Be a champion of quality assurance and attention to detail, ensuring all AML/KYC policies are met.
- Work closely with both internal and external BDMs teams to support the broker channel.

Skills that set you apart

- Financial services experience desirable
- Understanding of asset finance & commercial lending
- Strong attention to detail
- Excellent interpersonal and communication skills
- A high degree of self-motivation, drive and willingness to learn.

About Shift

At Shift, we're passionate about disruption, transformation and positive change. Our goal is to *shift* perceptions and expectations of what is possible. We're here to help make business unstoppable. Enablers by nature, we love to solve problems and innovate. As part of the team, you'll approach new challenges with a clean sheet of paper, reimagine possibilities and deliver results that are 10x better than before.

Shift is finance on demand for business. Enabled by streaming data, we provide credit and payments platforms that help businesses trade, pay and access funds.



As one of Australia's fastest-growing technology companies we're changing the way businesses access finance. Shift has been recognised by AFR's Fast 100, Deloitte's Technology Fast50, Smart Company's Smart50 and Deloitte's Asia Pacific Technology Fast 500.

Culture Shift

At Shift, we're proud of our rich diversity and culture of inclusion. We have an amazing culture geared towards helping you make the most of your career. We love our fast-paced, energetic environment where no two days are alike. Our values firmly guide the exciting work we do, solving problems and always looking to deliver better outcomes. At Shift you won't find politics or egos: just one team, with shared successes and shared learnings.

The perks

We offer competitive remuneration including car allowance and a company bonus. We boast an industry-leading 26-weeks Paid Parental Leave program, in addition to 2 weeks paid leave for Partners. Our staff say it's a great place to work where your ideas and insights are valued. We have moved into a new modern HQ in North Sydney with a flexible working policy, outstanding end of trip facilities, a private reflection room and mothers' room available in the office. We hold regular social events to get the team together and because your birthday is a special day, you get to have that day off!

If you like the sound of this, we would love to hear from you. Please send your resume to jointheteam@shift.com.au

