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**Job Description**

HEAD OF DEBT COLLECTION

(1 vacancy available)

Malaysia

1. **OVERVIEW**

We are looking for a reliable Head of Debt Collection to manage and monitor a team of debt collections managers. You will be responsible for managing, planning tasks and training the collection team and its managers in the debt collection department.

1. **RESPONSIBILITIES**

* Keep track of duties assigned to Collection Managers for monitoring accounts to identify outstanding debts.
* Plan course of action to recover outstanding payments and discuss it with Collection Managers.
* Provide tasks to Collection Managers to assign Collectors to locate and contact debtors to inquire of their payment status.
* Review and approve payoff deadlines or payment plans suggested by Collection Managers.
* Investigate and resolve discrepancies.
* Report to the CEO weekly on Debt Status Reports.
* Cooperate with Hard Collection Partners and compile a list on debtors unwilling or unable to pay when necessary.
* Comply with requirements when legal action is unavoidable.

1. **QUALIFICATIONS & REQUIREMENTS.**

* Proven working experience (3 – 5 years) as Senior Debt Collection manager
* Able to manage a team of collectors and its managers
* Experience in working with targets and tight deadlines
* Knowledge of relevant legal requirements
* Working knowledge of MS Office
* Excellent communication and people skills
* Apt in negotiating and persuading
* Ability to be polite and compassionate without lacking confidence
* Able to provide hands on experience in training collectors and managers
* High School SPM or Diploma is required