

Job Description

POSITION DETAILS			
Functional Designation	Team Leader Telecalling - Unsecured	Department	Collections
Sub Department	Non-ABF	HR Grade	Manager
Location	Corporate Office	Reporting Manager	
Job Purpose			
<p>The job purpose for a Team Leader in telecalling for unsecured loans typically involves overseeing and motivating a team of telecallers, ensuring they meet sales targets, providing guidance on loan products, and maintaining a high level of customer service. Additionally, responsibilities may include performance monitoring, training, and implementing strategies to enhance team productivity and achieve business objectives.</p>			
Principal Accountabilities			
<ul style="list-style-type: none">• To manage a team of Team leaders and Sales associates• Analysing CMS reports related to the process and ensure discipline adherence.• Conducting effective resource planning to maximize the productivity of resources (people, technology etc.)• To conduct monthly performance reviews of Team leaders to evaluate their performance.• Achieve growth and hit Collections targets by successfully managing the Collection team.• Own recruiting, objectives setting, coaching and performance monitoring of Associates associates.• Project Implementation• Process and system development• Identifying training requirements within the team and getting the training conducted• Presenting data to Senior Management (need Basis)			
Desired Profile			
<ul style="list-style-type: none">• Graduate/Postgraduate in any stream• Minimum 4–5-year experience in Tele – Collections (Preferably lending products)			