

Job Description

POSITION DETAILS			
Functional Designation	Regional Collection Manager	Department	Collections
Sub Department	Collections	HR Grade	Senior Manager
Location	Corporate Office	Reporting Manager	
Job Purpose			
<p>The Regional Collection Manager is a key leadership position responsible for overseeing and managing the collections operations within a designated region. This role involves developing and executing effective collections strategies, leading a team of collection professionals, and ensuring compliance with regulatory requirements.</p>			
Principal Accountabilities			
<p>1. Collections Strategy:</p> <ul style="list-style-type: none">- Develop and implement comprehensive collections strategies for the region to achieve collection targets while minimizing losses.- Continuously evaluate and refine strategies based on portfolio performance and market dynamics. <p>2. Team Leadership:</p> <ul style="list-style-type: none">- Lead, mentor, and manage a team of collection supervisors and professionals.- Set performance targets, conduct regular performance reviews, and provide training and development opportunities. <p>3. Portfolio Management:</p> <ul style="list-style-type: none">- Monitor and manage the delinquent portfolio within the region, identifying high-risk accounts and implementing appropriate collection efforts.- Ensure timely follow-up on delinquent accounts and take necessary actions to maximize recoveries. <p>4. Regulatory Compliance:</p> <ul style="list-style-type: none">- Stay updated on relevant regulatory requirements and industry best practices related to collections.- Ensure that all collections activities within the region comply with legal and regulatory standards. <p>5. Reporting and Analysis:</p> <ul style="list-style-type: none">- Prepare and present regular reports on collections performance, including recovery rates, delinquency trends, and team productivity.- Utilize data and analytics to make informed decisions and identify areas for improvement. <p>6. Customer Communication:</p> <ul style="list-style-type: none">- Oversee customer communication related to collections, ensuring professionalism and adherence to company policies.			

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- Handle escalated customer inquiries and negotiations.

7. Technology and Tools:

- Utilize collections software and tools to streamline processes, automate workflows, and enhance efficiency.
- Recommend and implement technology solutions for collections improvement.

8. Recovery Maximization:

- Implement initiatives to maximize recovery rates, including settlement negotiations, asset recovery, and legal actions when necessary.

Desired Profile

- Bachelor's degree in Finance, Business Administration, or a related field (Master's degree preferred).
- Extensive experience in collections, with a proven track record of managing collections teams and achieving targets.
- Strong knowledge of collections regulations applicable to NBFCs.
- Excellent leadership, communication, and negotiation skills.
- Proficiency in data analysis and collections software/tools.