

1. Lead - Virtual Sales

Competencies	Key Parameters
Educational Qualification	Graduate/Postgraduate in any stream
Skill Set	<ul style="list-style-type: none"> • Excellent communication skills (verbal and written) • Self-motivated and a self-starter • Should be aware about financial products. • Should have good interpersonal skills. • Proficient in MS Office and Contact Centre equipment/software programs. • Should have good presentation skills. • Excellent organizational and leadership skills with a problem-solving ability
Job Description	<p>Key Responsibilities:</p> <ol style="list-style-type: none"> 1. Strategic Planning: <ul style="list-style-type: none"> • Develop and implement a comprehensive strategic plan for the unsecured loan business, aligned with the overall objectives of the organization. 2. Sales Team Management: <ul style="list-style-type: none"> • Lead and motivate the sales team to achieve targets and revenue goals. • Provide guidance and support to improve sales techniques and strategies. • Monitor sales performance and implement corrective actions when necessary. 3. Dialer Management: <ul style="list-style-type: none"> • Oversee the dialer team responsible for managing the automated dialing system and optimizing dialing campaigns for maximum efficiency. 4. Centre of Excellence Oversight: <ul style="list-style-type: none"> • Establish and maintain a Centre of Excellence (CoE) to drive continuous improvement in operational processes, customer experience, and efficiency. 5. Management Information Systems (MIS): <ul style="list-style-type: none"> • Ensure the availability and accuracy of critical data and reports to aid decision-making and performance tracking. • Collaborate with the MIS team to develop customized reports as per business requirements. 6. Training and Development: <ul style="list-style-type: none"> • Ensure adequate training is provided through regular training sessions for new hires and existing employees. 7. Quality Assurance: <ul style="list-style-type: none"> • Establish quality standards and guidelines for the contact centre operations. • Conduct regular quality checks and call audits to ensure compliance with regulatory requirements and service excellence. 8. Compliance and Risk Management: <ul style="list-style-type: none"> • Ensure adherence to all relevant regulatory guidelines and internal

	<p>policies.</p> <ul style="list-style-type: none">• Implement risk mitigation strategies to safeguard the company's interests. <p>9. Stakeholder Management:</p> <ul style="list-style-type: none">• Collaborate with cross-functional teams, such as digital marketing, credit, risk and operations, to streamline processes and achieve business objectives. <p>10. Performance Reporting:</p> <ul style="list-style-type: none">• Prepare and present periodic performance reports to senior management.• Analyse data to identify trends, opportunities, and challenges.
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