

Job Description

POSITION DETAILS			
Functional Designation	State Collection Manager - ABF	Department	Collections
Sub Department	Collections	HR Grade	General Manager
Location	Corporate Office	Reporting Manager	
Job Purpose			
<p>The State Manager - Collections in our NBFC's Asset-Based Financing (ABF) division is responsible for overseeing and optimizing the collections process within their assigned state or region. This role requires strong leadership, strategic thinking, and a deep understanding of collections strategies to minimize delinquencies and maximize recoveries.</p>			
Principal Accountabilities			
<ol style="list-style-type: none">1. Collections Strategy:<ul style="list-style-type: none">- Develop and execute comprehensive collections strategies for the assigned state or region, aligning with the ABF division's goals.- Continuously analyze trends and performance metrics to refine and enhance collection techniques.2. Team Leadership:<ul style="list-style-type: none">- Lead and manage a team of collections professionals, providing guidance, training, and performance evaluations.- Foster a culture of excellence and accountability within the collections team.3. Portfolio Analysis:<ul style="list-style-type: none">- Monitor and analyze the delinquent portfolio, identifying high-risk accounts and implementing targeted collection efforts.- Develop and maintain an efficient workflow for handling delinquent accounts.4. Regulatory Compliance:<ul style="list-style-type: none">- Stay informed about relevant regulatory requirements for collections practices within the NBFC industry.- Ensure strict adherence to legal and regulatory standards in the collections process.5. Performance Reporting:<ul style="list-style-type: none">- Prepare and present regular reports on collections performance, including recovery rates, delinquency trends, and team productivity.- Make data-driven recommendations for process improvements.6. Customer Communication:			

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- Oversee customer communication related to collections, ensuring professionalism and compliance with company policies.

- Implement effective negotiation and resolution strategies.

7. Technology and Tools:

- Utilize collections software and tools to streamline processes, automate workflows, and enhance efficiency.
- Evaluate and recommend 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 success in managing large portfolios and teams.
- Strong knowledge of NBFC collections regulations and best practices.
- Exceptional leadership, communication, and negotiation skills.
- Proficiency in data analysis and collections software/tools.