

Job Description

POSITION DETAILS			
Functional Designation	Zonal Collection Manager	Department	Collections
Sub Department	Collections	HR Grade	Associate Vice President
Location	Corporate Office	Reporting Manager	
Job Purpose			
<p>The Zonal Collection Manager plays a pivotal role in managing and leading the collections operations within a designated zone or region for our NBFC. This position involves formulating and executing collections strategies, overseeing 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 assigned zone or region, aligned with national collections goals.- Continuously evaluate and enhance collection techniques based on performance data. <p>2. Team Leadership:</p> <ul style="list-style-type: none">- Lead, mentor, and manage a team of collection supervisors and professionals within the zone.- 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 zone, identifying high-risk accounts and implementing tailored collection efforts.- Ensure timely follow-up on delinquent accounts and coordinate collection activities. <p>4. Regulatory Compliance:</p> <ul style="list-style-type: none">- Stay updated on relevant regional and national regulatory requirements and industry best practices for collections.- Ensure that all collections activities within the zone adhere to legal and regulatory standards. <p>5. Reporting and Analytics:</p> <ul style="list-style-type: none">- Prepare and present regular reports on zone-level collections performance, including recovery rates, delinquency trends, and team productivity.- Utilize data analytics to make informed decisions and identify opportunities 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, negotiations, and settlements as necessary.

7. Technology and Tools:

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

8. Recovery Maximization:

- Develop and execute initiatives to maximize recovery rates, including effective settlement negotiations, asset recovery, and legal actions when required.

Desired Profile

- Bachelor's degree in Finance, Business Administration, or a related field (Master's degree preferred).
- Substantial experience in collections, with a proven record of effectively managing collections teams and meeting targets.
- In-depth knowledge of collections regulations applicable to NBFCs at both the regional and national levels.
- Strong leadership, communication, negotiation, and data analysis skills.
- Proficiency in collections software and tools.