

Job Description

POSITION DETAILS			
Functional Designation	National Collection Manager	Department	Collections
Sub Department	Collections	HR Grade	Vice President
Location	Corporate Office	Reporting Manager	
Job Purpose			
<p>The National Collection Manager is a senior leadership position responsible for overseeing and directing the collections operations at a national level within the NBFC. This role involves setting the strategic direction for collections, managing 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 execute a comprehensive national collections strategy to meet collection targets, reduce delinquency rates, and minimize losses.- Continuously assess the effectiveness of strategies and adjust as needed. <p>2. Team Leadership:</p> <ul style="list-style-type: none">- Lead, mentor, and manage a team of collection managers and professionals across multiple regions.- Establish performance objectives, conduct regular performance evaluations, and provide training and development opportunities. <p>3. Portfolio Oversight:</p> <ul style="list-style-type: none">- Monitor and manage the delinquent portfolio at the national level, identifying high-risk accounts and implementing appropriate collection efforts.- Ensure timely follow-up on delinquent accounts and coordinate collection activities across regions. <p>4. Regulatory Compliance:</p> <ul style="list-style-type: none">- Stay informed about relevant national and state-level regulatory requirements and industry best practices related to collections.- Ensure that all collections activities nationwide comply with legal and regulatory standards. <p>5. Reporting and Analytics:</p> <ul style="list-style-type: none">- Prepare and present regular reports on national collections performance, including recovery rates, delinquency trends, and team productivity.- Utilize data analytics to make data-driven decisions and identify areas for improvement. <p>6. Customer Communication:</p> <ul style="list-style-type: none">- Oversee and standardize customer communication related to collections, ensuring professionalism and adherence to company policies.			

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- Handle escalated customer inquiries, negotiations, and settlements.

7. Technology and Tools:

- Utilize collections software and tools to standardize processes, automate workflows, and enhance efficiency at the national level.
- Recommend and implement technology solutions to improve collections operations.

8. Recovery Maximization:

- Develop and execute initiatives to maximize recovery rates, including effective 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 successful track record of managing collections teams at a national or regional level.
- Profound knowledge of collections regulations applicable to NBFCs at both the national and regional levels.
- Exceptional leadership, communication, negotiation, and decision-making skills.
- Proficiency in data analysis and collections software/tools.