

Job Description

POSITION DETAILS			
Functional Designation	Area Collection Manger / Cluster Collection Manger	Department	Collection
Sub Department		HR Grade	
Location		Reporting Manager	
Job Purpose			
The Area Collection Manger / Cluster Collection Manger is responsible for leading and managing a team of collection agents to achieve collection targets while ensuring adherence to company policies and procedures.			
Principal Accountabilities			
<ul style="list-style-type: none">• Team Management: Recruit, train, and develop a high-performing collection team.• Performance Monitoring: Track and analyze team performance metrics to identify areas for improvement.• Coaching and Mentoring: Provide coaching and mentoring to team members to enhance their collection skills.• Problem Resolution: Assist team members in resolving complex collection issues.• Policy Enforcement: Ensure adherence to company policies and procedures related to collections.• Communication: Maintain effective communication with team members, customers, and other departments.• Reporting: Prepare and submit regular reports on team performance and collection results.			
Desired Profile			
<ul style="list-style-type: none">• Minimum [4-5] years of experience in collections, preferably in a supervisory role.• Strong leadership and interpersonal skills.• Excellent communication and problem-solving skills.• Ability to motivate and inspire team members.• Knowledge of collection laws and regulations.• Experience with collection software and technology.• Demonstrated ability to drive results and achieve collection targets.			