

## Manager Operations - Collection / Recovery

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Company: Collabrain

Location: Karachi

Category: other-general

Manager Operations - Collection / Recovery04JanManager Operations - Collection / RecoveryLast Date: 04-02-2022Job DescriptionManage Collection Team.Trained and supervise the collection team.Handled different customer services, credit reporting, and skip tracing issues.Responsible for developing and implementing collection policy and procedures. Worked as a recovery agent.Optimizing call center productivity ,achieving correct quality and minimizing costsResolving escalated complaints.Must have complete knowledge of the product and process.Monitor call performance of team members against standards; receive input from Quality Control and Training Department; coach/mentor team members using data received from variety of sources.Maintain performance records/reports of team.Review reports to ascertain status of collections and balances outstanding and to evaluate effectiveness of current collection policies and procedures.Taking follow-ups of the assigned tickets.Ensuring compliance and provide support.Ensure, Identify and improve performances of individuals.

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Required SkillsActive ListeningAgileAdditional DetailsWorking Hours: MORNING SHIFT

Education Level:

Qualification Required: ANTHROPOLOGY

Experience Required: 2 YEARS

Detail Address: ISLAMABAD, PAKISTAN

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