

Executive / Sr Executive / Team Leader: Debt Recovery / Collection

Position	<u>Executive / Sr Executive / Team Leader: Debt Recovery / Collection</u>
Position Purpose	Responsible for reaching out to customers to collect payment for overdue loans, or other payments. Acts as the liaison between creditors and customers and manages overdue accounts.
Role & Responsibilities	<ul style="list-style-type: none">• Manage large amounts of outbound calls in a timely manner• Follow communication “scripts” when handling different topics• Identify customers’ needs, clarify information, research every issue, and provide solutions and/or alternatives• Seize opportunities to upsell products when they arise• Build sustainable relationships and engage customers by taking the extra mile• Keep records of all conversations in our call center database in a comprehensible way• Frequently up skill trainings/refreshers for improvement in performance.• Meet personal/team qualitative and quantitative targets• Target based calling with major focus on conversion
Job Specific skills	<ul style="list-style-type: none">• Previous experience of minimum 6 months in outbound customer support role• Track record of performance in OB set up preferably collections• Strong phone and verbal communication skills along with active listening• Familiarity with CRM systems and practices• Customer focus and adaptability to different personality types• Ability to multi-task, set priorities and manage time effectively• Under-graduate/graduates – Not pursuing further studies• DRA certified• Willing to work in 365 days working environment.
Educational Qualification	UG :Any Graduate in Any Specialization, Graduation Not Required PG: Any Postgraduate in Any Specialization, Post-Graduation Not Required Doctorate :Any Doctorate in Any Specialization, Doctorate Not Required
Minimum Experience	Minimum 0 to 5 years of experience
CTC offered	Compensation will not be a limiting factor for the right candidate and will be discussed on case to case basis
Location of posting	Vadodara The candidate may be deputed to work with team(s) with the organization / any subsidiary of the parent organization if and as deemed necessary.