

Job Description - Executive for Fresher
Department - Collection Contact Centre

Position	Executive / Fresher
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 centre 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
Educational Qualification	Minimum Qualification - Undergraduate
Minimum Experience	Fresher