Appedology (PVT.) LTD.

Job Title:	Collections Officer	Job Category:	Agent
Department/Group:	MLM	Job Code/ Req#:	CO
Location:	Karachi	Travel Required:	No
Primary Reporting	Team Manager	Secondary	Floor Manager

Job Description

ROLE AND RESPONSIBILITIES

This role is responsible for managing liens for collections and/or recovery. Basic responsibilities include coordination with insurance companies and attorney's to negotiate and resolve outstanding balances on liens using phone, email and fax. Secondary responsibilities include proper file servicing using guidelines and SOP's published on training site and ensuring target achievement.

Specifics

1. A collector should touch <u>50</u> files a day prioritizing files on **Follow-up Calendar** first, and then inactive files on **Dashboard**.
2. Collectors are required to complete **Due Diligence** on <u>40</u> files a day, per guidelines mentioned on training site. Primary action status being "**Case File Missing**" and "**File Verified**".
3. Collectors should be able to complete **Collector File Review Notes** on <u>25</u> files a day, per guidelines mentioned on training site.
4. A collector must have at least <u>10</u> **follow-ups** per day for a potential settlement.
5. Collections officer should submit at least <u>01</u> **new offer** a day.

Time Calculation

Total Number of Hours a Day: 8 Hours
Total Number of Minutes a Day: 480 Minutes
Total Number of Files To Work per Day: 50 Files
Number of Minutes Spent per File: 9.6 Minutes (Average)

Targets

100% of settlement target assigned and 85% servicing in 45 Days.

Incentives

Weekly Incentives: Entitled per monthly plan published.
Monthly Incentives: Entitled per monthly plan published.
KPI Incentives: A Collections Officer is entitled for PKR 5,000 if KPI specifics are met.
- For team MH, POS and Med-Vantage point 1 – 5 must be completed.
- All other teams are exempt from point 2 and 3.

Reviewed By:	Aniq Sarwar	Date:	September 1, 2020
Approved By:	Ali Akbar	Date:	September 1, 2020

Name: Arbaz Khan.
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Date: 09/08/2020.
Signature