

Job Title:	Team Manager	Job Category:	Supervisor
Department/Group:	MLM	Job Code/ Req#:	TM
Location:	Karachi Islamabad	Travel Required:	No
Primary Reporting	Floor Manager	Secondary	VP Operations
Job Description			
<p>ROLE AND RESPONSIBILITIES</p> <p>This role is responsible for managing a team of collectors. Basic responsibilities include collector training, proper file servicing, enforcing guidelines and SOP published on training site, ensure target achievement and complete individual development plan.</p> <p>Specifics</p> <ol style="list-style-type: none"> 1. 90 minutes in person counseling session with each collector at least twice a week. This session should include review of KPI's from previous day/week and enforcement of guidelines mentioned on training portal. 2. Complete individual development plan for each collector once a week. This document should include collector's short comings and plans on overcoming those short comings. 3. Ensuring each collector submits "Collector Review Notes" on ten (10) new files daily. These notes must include file strengths and strategy to convert settlement. 4. Relay document notification to collectors. 5. Relay additions to training portal to T&D. 6. Enforce activity on files where DOR is filed and files scheduled for hearings. 7. Enforce right action status activity such as Case File Missing, File Verified, Request to Close Lien, Request FileNet, Send Documents via US Mail, etc. <p>Targets</p> <p>100% of settlement target assigned and 85% servicing in 45 Days</p> <p>Incentives</p> <p>This position is entitled for incentives</p>			
Reviewed By:	Aniq Sarwar	Date:	August 18, 2020
Approved By:	Ali Akbar	Date:	August 18, 2020

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