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| Job Title: | Team Manager | Job Category: | Supervisor |
| Department/Group: | MLM | Job Code/Req#: | Manager - TL |
| Location: | Karachi Islamabad | Travel Required: | Yes |
| Primary Reporting | Floor Manager | Secondary | Senior Operations Manager |

Job Description

REQUIREMENT:

- ✓ Min graduate, preferably masters
- ✓ Good skills in computer handling (Test should be conducted to assess this skill)
- ✓ Excellent English communication and writing skills (Test should be conducted to assess this skill)
- ✓ Min 18 months experience in management capacity should be able to provide recommendation letter with verification details from at least one employer
- ✓ If currently studying MUST provide a detailed schedule of classes and exams ahead and same should be provided to an interviewer from the collections team
- ✓ Should have fully functional equipment's and internet connections to work from home

ROLE AND RESPONSIBILITIES

This role is responsible for managing a team of 10-12 collectors. Basic responsibilities include collector training, proper file servicing, enforcing guidelines and SOP published on the training site, ensure target achievement, and complete individual development plans. This is a 100% target-oriented job.

This is a leadership position requiring the ability to coordinate a team effectively, work with employees to help them succeed, and take responsibility for team targets and performance. The below specifications are minimum expectations but should not be considered an exhaustive list.

SPECIFICATION

- ✓ Assuring the availability of the entire team daily to work using general guidelines of leave and late arrival policy through proper interaction with assigned collector and keep all assigned collectors retained (Detailed leave and retention policy available in appendices)
- ✓ Conduct encouragement sessions at the beginning of every week with the entire team, highlight good performers with appreciation
- ✓ Conduct KPI regularly with bottom performers a min 03 folks, review number of cases worked on, number of calls, calls duration, number of cases put on the calendar, number of collector review notes prepared and document this through IDP/Coaching guidelines also take acknowledgment for HR purpose
- ✓ Utilize Power-BI throughout the day to monitor team activity to ensure productivity.
- ✓ Spend a minimum of 60 minutes a day in training sessions with the team or bottom performers or trainees to enforce the guidelines specified on the training portal and appendices
- ✓ Complete individual development plan for each collector once a month min. This document should include the collector's shortcomings and plans on overcoming those shortcomings as well as positive feedback (Preferably 03 points a min for each)
- ✓ Relay document notification to collectors
- ✓ Enforce activity on files where DOR is rejected because the case is bad
- ✓ Coordinate with support teams for missing documentation, Lien Filing, DOR Filing, and urgent faxes (Details mentioned in appendices)

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- ✓ Review specific cases based on actions selected by the individual collectors if all KPI's are met but the performance is not satisfactory (Details mentioned in appendices)
- ✓ Handle any additional task assigned by the management in a timely manner.
- ✓ In charge of monthly evaluations for probationary collectors as well as final determination at 90 days as to permanent hiring.

TIME CALCULATION

Total Number of Hours a Day: 8 Hours

TARGETS

As per the standards set by the management based on the team

INCENTIVES

Eligible for weekly and monthly incentives as per the set criteria.

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| Reviewed By: | Aneeq Servar Rajpoot | Date: | August 6, 2021 |
| Approved By: | Ali Akbar | Date: | August 6, 2021 |

APPENDICES

LEAVE POLICY/RETENTION

Pending

COORDINATION WITH SUPPORT STAFF

Lien Filing

DOR Filing

Urgent Faxes

Missing Documents

Adh
09/05/2021