

Job Title:	Floor Walker	Job Category:	Manager
Department/Group:	MLM	Job Code/Req#:	Supervisor
Location:	Karachi Islamabad	Travel Required:	No
Primary Reporting	Floor Manager	Secondary	NCM

Job Description

REQUIREMENT:

- ✓ Min graduate, preferably masters
- ✓ Good skills in computer handling (Test should be conducted to assess this skill)
- ✓ Excellent English communication and written skills (Test should be conducted to assess this skill)
- ✓ If currently studying MUST provide detailed schedule of classes and exams ahead and same should be provided to interviewer from collections team
- ✓ Should have fully functional equipment's and internet connections to work from home

ROLE AND RESPONSIBILITIES

This role is responsible for managing the entire floor. Basic responsibilities include collector training, proper file servicing, enforcing guidelines and SOP published on training site, ensure target achievement and proper work based on the Next Step Plan. 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

- ✓ Make sure all the buckets service properly.
 - A- Minimized the inactive data from each buckets.
 - B- Utilizing all the facility of call, email and fax.
- ✓ 80% buckets should perform with the minimum one fresh offers and settlements on the daily basis.
- ✓ Coordinates with the CRO and offer review department to make sure that the process of getting offer approval should be smoother from pillar to post.
- ✓ Coordinates with all the support departments that include billing, QA, File net, redemption and litigation where required, to make operations steady.
- ✓ Update the Incidents, warnings and feedback on HRM.
- ✓ Need to make sure that every collector working on their assigned NSPs as directed.
- ✓ Utilize Power-BI throughout the day to monitor collector activity to ensure productivity.
- ✓ Spend a minimum of 30 minutes a day in training sessions with the team to enforce the guidelines specified on the training portal and appendices
- ✓ Relay document notification to collectors
- ✓ Enforce activity on files where DOR is rejected because the case is bad
- ✓ Review specific cases based on actions selected by individual collector if all KPI's are met but the performance is not satisfactory.
- ✓ Handle any additional task assigned by the management in timely manner.

TIME CALCULATION

Total Number of Hours a Day: 8 Hours

TARGETS

As per the standards set by the management, primarily based on the specification.

INCENTIVES

Eligible for monthly incentives as per the set criteria.

Reviewed By:	Max Cooper	Date:	May 4, 2021
Approved By:	Charlotte Martinez	Date:	May 4, 2021

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