



# Example of Collection Supervisor Job Description

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Our growing company is looking to fill the role of collection supervisor. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for collection supervisor

- You will assign work and set workflow priorities, track the units' performance and monitor daily volume and service levels
  - You will be responsible for defining and measuring performance standards and staff development building and maintaining a positive work environment
  - Annual performance appraisals, monthly feedback sessions, continuous development plans and quality reviews must be consistently prepared and communicated to staff
  - You will be responsible for adherence to policies and procedures, while seeking opportunities to improve processes and operating efficiency
  - You will be responsible for resolving escalated, complex customer issues, managing your cost center budget and capacity planning
  - Candidate must have strong problem solving ability, organization and prioritizing skills including good judgment and decision abilities
  - Commitment to deliver high quality work in a fast pace, deadline driven team environment
  - Diagnoses operating problems and directs effective corrective procedures
  - Provide coaching and guidance to Mortgage Document Management Representatives - Document Collection to ensure accurate procurement of mortgage documents in a timely manner
  - Conduct quality control reviews of work completed by Mortgage Document Management Representatives – Document Collection
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- Knowledge of office equipment required
- Direct supervision of 10 full-time diesel technician employees
- Must have exceptional communication skills and be able to communicate with all levels of management and staff
- Ability to multi-task and delegate when appropriate to insure goals are accomplished
- Ability to manage daily staff, supply and vendor expenses to insure budget goals are met
- Ability to learn detailed processes to effectively respond to team's questions