



# Example of Collections Team Leader Job Description

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Our company is looking for a collections team leader. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for collections team leader

- Responsible for the attainment and maintenance of established service standards (ie
- Competitive Salary – Get paid what you're worth
- Monthly Incentives – Based on customer experience (not sales), so you get rewarded for doing what you do best
- Extensive paid 3 Months Training – Giving you the skills and training you need to be a success!
- Ensuring resolution of all EWS/dispute complaints & escalations reported at Collections Field/Telecalling within Business TAT
- Ensure agreed service levels and targets are achieved, Proactive Dispute resolution and early warning signals to reduce complaints
- Identified issue raise to departments and recommend corrective actions to ensure complaint resolution
- Identifying the gaps in collections by conducting RCA of the complaints and Tracking the gaps to closure
- Follow up on identified issues with departments and recommend corrective actions to ensure complaint resolution
- Identify control enhancement / improvement opportunities for Customer Delight

## Qualifications for collections team leader

- Focus on high risk complaints impacting the businesses
- Flagging on deceased accounts where documents are awaited

- Payment pickup assistance to customers where requested
- One-on-one with DR's