



# Example of Collections Team Leader Job Description

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Our innovative and growing company is hiring for a collections team leader. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for collections team leader

- Ongoing review of team productivity
- Ensuring team goals are aligned to business strategy and goals
- Timely closure of EMS
- Publishing reports , Pending Report, Productivity Report, Roster, Out of TAT cases, allocation reports, providing required data as & when required
- Lead a high performing team through ongoing change management to maximize business performance
- Manage Collections' Long Range Forecast, Scheduling, Shift-Bidding & Recruitment planning
- Be the point of contact for business analysis, recommendation and workforce consultation for forecasting, resource planning efficiency and effectiveness of inbound & outbound Full Time Employee (FTE) management
- Partner with National team, enabling Collections to execute strategies by ensuring the appropriate planning of inbound & outbound resources facilitating first class, highly effective Client experience
- Lead, develop and maintain department function goals/objectives and process knowledge for the National team
- Provide a clear line of sight for the Agent/Client experience, while mitigating operational, financial and reputational risk

## Qualifications for collections team leader

- Minimum of two years call center/ collections management experience strongly preferred
- Take responsibility to achieve global service targets through proactive management of a multi-site, multi-skilled and one-Inbound & Outbound Call environments
- Identify business trends and key performance indicators, innovative opportunities to enhance client experience and business/process efficiency and effectiveness
- Develop strong working relationships with National team