



# Example of Collections Team Leader Job Description

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Our company is growing rapidly and is searching for experienced candidates for the position of collections team leader. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for collections team leader

- Support new initiatives and demonstrate capability to manage and lead continuous improvement projects
- Lead, coach and develop employees, ensuring a high level of employee commitment and capability through focused collection routines
- Be accountable for managing team efficiencies, ensuring efficiency targets are met
- Be responsible for team results, as measured through established quality service standards
- Manage 10-15 direct reports by providing superior leadership and guidance related to collection activities
- Be a referral point for all Early Collections Low Risk staff and monitor quality trends by ensuring issues and escalations are addressed and the appropriate action is taken in a timely manner
- Assist with constructing an effective credit control management framework
- Allocates work assignments and establishes KPI and performance standards, metrics
- Evaluates the quality, quantity of the individual/ team metrics on work being performed
- Evaluates / assesses team member performance on a periodic and annual (PMR) basis

## Qualifications for collections team leader

- Responsible for the effective monitoring and management of the delinquency portfolio
- Responsible for the identification and referral of stressed accounts during the monitoring process
- Responsible for the maintenance, currency and adherence to Credit Control policies and procedures
- Ensure the Credit Control department has a thorough understanding of the accounting and regulatory provisioning guidelines and calculations
- Responsible for monthly and quarterly reporting obligations as defined by the Senior Manager OTC