



Example of Collections Team Leader Job Description

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Our growing company is looking 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

- Tracks and reports actual versus plan performance on a daily, weekly, and monthly basis
- Ensures vendor partners are staffed at agreed levels with well-trained employees
- Participates in contract negotiation and on-boarding of new vendors as needed
- Overseeing collections cases from initial arrears to resolution
- Leading a team of collectors, running weekly 121's with the team, coaching, mentoring and leading with passion
- Operationalising affordability and forbearance options in line with policy
- Managing escalations and 'bump ups' to achieve the right outcomes
- Liaising with customers to discuss their arrears and intention to make repayment
- Managing account closures and debt write off in line with bank wide policy
- Perform quality assurance on Billing Specialist I and Billing Specialist II staff

Qualifications for collections team leader

- Ability to work flexible hours as the needs of the team dictate both domestically and internationally
- Minimum total work experience of 5 years
- Focuses on Customer/Relationship Care

- High degree of financial acumen with actual P-L experience preferable