



BOB Financial Solutions Limited (BFSL, formerly known as BOBCARDS Ltd.) is a wholly owned subsidiary of Bank of Baroda and a Non-Deposit Accepting Non-Banking Finance Company (NBFC). BFSL was established in the year 1994 to cater to the need of rapidly growing credit card industry in a focused manner. BFSL is one among the pioneers in Indian card market and was the first non-banking company in India to issue credit cards.

The Company's core business is credit card issuance and consumer lending. It also provides support to Bank of Baroda by carrying out its merchant acquiring operations and its debit cards operation for its overseas territories/ subsidiaries and sponsored RRBs. The Company is aiming to expand within Consumer Credit, Commercial Credit, Retail Credit, Capital Market Lending (loan against securities, IPO financing) and other Financial Services.

Position	Manager - Collections
Role & Responsibilities	<p>Responsibilities</p> <ul style="list-style-type: none">• Self-Motivated telecalling manager capable of managing a large team across buckets for a collection portfolio• Adept at dialer management & related concepts like churn rates, AHT, Down-time etc.• Knowledge & Skill in generating productivity MIS's & driving optimal performance standards• Ability to drive performance through daily, weekly, monthly targets• Good communication analytical thinking and problem-solving skills• Initiate and maintain and manage vendor relationship (Courier pick-up agency)• Coordinate with vendors and resolve issues ☑ Ability to scale up team size on short notice & keep attrition levels at minimum
Job specific skills	<ul style="list-style-type: none">• Minimum 7 years experience as tele-calling manager in a collections portfolio preferably with a reputed bank or NBFC• Good Knowledge of dialer set – ups and associated concepts like down time, churn rate, AHT, FCR. Etc• Good Communication Skills & Command over English ☑ Experience of managing a team size of Minimum 20 People• Good Interpersonal Skills and Leadership skills & ability to monitor & Supervise large teams• Keep attrition levels at minimum & effectively implement capacity management in a timely manner



Educational Qualifications	Graduate degree in any stream, post graduate degree will be an added advantage
Minimum Experience	Should have a minimum of 7 years as on last date of receipt of application.
CTC offered	Negotiable, Compensation is not a limiting factor for the right candidate
Location of posting	Mumbai The candidate may be deputed to work with the team(s) within the organization / parent organization / any subsidiary of the parent organization if and as deemed necessary. Candidate is liable to be transferred to any other location in India.
Email to be sent to	Suitable and willing candidate may submit his/her profile on email careers@bobcards.com with subject as Manager - Collections
Website	www.bobfinancial.com
Contact number	+91 22 42068547
Last Date for receipt of applications	4th September 2018