

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 nonbanking 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 / Assistant Manager – Collections (RA)
Role & Responsibilities	<p>Key highlights of the role are listed below (purely indicative and not limiting):</p> <p>The person will be responsible for smart & result-oriented management of the collections & write-off portfolio w.r.t credit cards of the Company. The incumbent will ensure implementation of credit policies and risk management strategies for effective portfolio management. This will entail:</p> <ul style="list-style-type: none"> • Demonstrates good understanding and exposure to credit cards collections dynamics. • Managing agencies / tele-calling team to help improve resolution rates for pre-write-off accounts and money collection on write-off/180+ cases. • Meet allocated budgets and benchmarks for the team. • Designs and improves processes to improve cash flows and reduce outstanding receivables. • Actively assists in development and management of portfolio MIS for effective portfolio tracking as well as identifying & mapping risk triggers to assist the business in achieving the optimum risk reward equation. • Development and management of outsourced collection agencies for optimal results at the best cost. • Implementation and management of all compliance, regulatory and other customer experience related norms during execution. • Develop and update robust MIS and ensure all reporting requirements are met for statutory, compliance and regulatory requirements. • Leverage alternate resolution mechanisms including legal to maximize collections & recoveries. • Create and manage a robust tele-calling strategy. • Undertake regular & timely agency reviews/tele-calling team reviews to help increase engagement levels and improving upon performance.
Job specific skills	<p>Applicants should possess the following attributes:</p> <ul style="list-style-type: none"> • Candidates must have robust previous experience working as a collections specialist in the credit cards collections domain with supervisory experience of minimum 3 years. • Must possess strong analytical and decision making skills. • Knowledge of risk operations with strong focus on controls and compliance. • Demonstrated ability to effectively manage multi- functional teams as well



	<p>collaborates across other functions.</p> <ul style="list-style-type: none">• Demonstrates eye for detail and innovative thinking to help improve collections efficiency (speed to collect at low cost), skip-tracing tools & techniques.• Is able to drive and help improve quality of collections (more normalization versus stabilization).• Able to leverage legal tools to help improve collections efficiency.• Demonstrates good team management skills and ability to drive & push vendors to deliver improved performances.• Good negotiation skills to be personally able to convince delinquent customers to make payments on their overdue accounts.• Is adept at doing field-visits on selected delinquent accounts to help boost collections & recoveries.• Has good understanding of agency reviews including reviewing collector-level performance w.r.t coverage, frequency, resolution, quality of feedback.• Demonstrates sound knowledge & understanding of managing tele-calling set-ups and its associated metrics & KPI's.
Educational Qualifications	<ul style="list-style-type: none">• Bachelor's degree in the fields of finance, accounting, business or another related field. Post graduate degree will be preferable.
Minimum Experience	<ul style="list-style-type: none">• Minimum 3 years of experience preferably from Banking and Financial Services.
CTC offered	<ul style="list-style-type: none">• Compensation will not be a limiting factor for the right candidate and will be discussed on a case by case basis.
Location of posting	<ul style="list-style-type: none">• Mumbai / Delhi / Bangalore. 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 / outside India as may be required by the Company at a future date.
Maximum Age on the last date of application	<ul style="list-style-type: none">• 45 Years as on date of receipt of Application.
Email to be sent to	careers@bobfinancial.com with subject as “ Manager / Assistant Manager – Collections (RA) ”
Website	www.bobfinancial.com
Other Terms	<ul style="list-style-type: none">• It may please be noted that company is not bound to call all the applicants for interview. Only shortlisted candidates will be called for selection procedure.• Canvassing, in any form, will result in disqualification of candidature.• In case of any modification in advertisement shall be updated only in Website.• The above recruitment may be scrapped at any stage of recruitment process without assigning any reasons.• Company may conduct background checks/CIBIL check at any stage of process and also call for current compensation detail/qualification documents/past employment proofs for conclusion of recruitment process.
Last Date for	03rd October 2019.



BOB Financial
— CREDIT REIMAGINED —

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