

Date of request:	2022
Position:	Collections QC Supervisor
Report to:	Country Manager (Expat)
Department	Quality Control
Job Responsibilities:	<p>QC Supervisor will lead Vietnam QC team and will work closely with Group to build a variety of policies, processes and training sessions to improve the efficiency and the effectiveness of the existing QC process.</p> <p>You will have a unique opportunity to work in a fast-paced business and utilize vast amounts of data, ensuring a high growth working environment.</p> <ul style="list-style-type: none"> • QC management <ul style="list-style-type: none"> ✓ Hiring, Coaching, mentoring and training of QC team. ✓ Assign daily task and monitor daily activity of QC Teams. ✓ Listening & evaluating Collectors' recordings. Best calls, bad Calls etc. ✓ Responsible for ensuring QC Scoring of agents. • Collections Process & Policy Controls <ul style="list-style-type: none"> ✓ Create and review SOP for all Collections Processes & Collection Channels, including phone, messaging services through social media channels. ✓ Do Audit Checks and controls, and recommend action on violation. ✓ Propose the Collections Training materials including effective Call Scripts. ✓ Incorporate & Implement Best Practices in Collections, in Industry. • Collection Operation Supports <ul style="list-style-type: none"> ✓ Work closely with collections teams on development & collections performance improvement. ✓ Process & Conduct Regular Trainings for Collections Staff, to improve Collection's skills, negotiation and communication skills of agents. ✓ Ensure agents strictly following SOP guidelines, through Audit and QC Checks. ✓ Ensure Disciplinary & Action framework is strictly followed. ✓ Ensure OJT (On Job Trainings) & Inductions Training Program for New joiners, are being done. ✓ Have feedback for each Collectors on call quality and Improvement plan, from listening to agents call recordings
Job Requirements:	<ul style="list-style-type: none"> • 2+ years of experience as Team Leader or Supervisor • Good knowledge in Collections

	<ul style="list-style-type: none">• Good leadership, be able to build and lead a team• Able to read collection reports.• Good understanding in control, monitoring and coaching• <u>Advanced English</u> is required• Excellent Communication Skills.• Able to work under pressure and target
Personal Requirements:	<ul style="list-style-type: none">• Set goals and achieve them• Good speech• Ability to negotiate

Company benefits:

- Competitive compensation
- Friendly, supportive colleagues
- Flexible and proactive working environment
- Reasonable workload
- 14 annual leave days per year; Bao Viet healthcare
- Team engagement and sport activities, etc.

Please send your CV to: recruitment@vnfin.vn

Working location: Binh Thanh District, HCMC