

Sr. Associate – SME, Collections

Job Details:

Position Title:	Sr. Associate – Collections
Reports to:	
Department:	SME – Business
Location:	Chennai
No. of positions:	1

Job Description:

SME lending is the new frontier identified by IFMR Capital as part of its strategic vision to provide efficient and reliable access of capital markets to the underserved segments. As one of the highest potential growth areas of the organisation, SME is fundamental to the IFMR Capital's strategy of taking its footsteps to the last mile to facilitate financial inclusion/ diversification in the SME space through innovative, structured and plain vanilla products and services. Our aim is to become the preferred partner in the SME space for our Customers by providing adequate and timely credit to credible SMEs at affordable price through technology enabled systems and processes in an efficient manner.

This is an exciting opportunity to join the SME Collections team responsible for negotiating and collecting overdue from delinquent customers and in turn reducing the delinquency numbers thereby ensuring no/controlled flow to NPA's. Ensuring the cases are allocated to respective collection officers and ensuring the receipt books are tracked and reconciled. Generating management reports and circulating with the team. Ability to do field visit in tough cases.

- Ensure amounts collected from the customer are deposited within the specified timeline
- Ensure feedback from collection activity is properly updated in the system
- Adherence to strict Code of Conduct at all times
- Closure of all customer escalations within applicable TAT
- Ability to negotiate and collect on overdue
- Generating MIS and circulating with team
- Follow-Up the legal cases and attending the court when required.
- Appraisal of the collection officers and documenting their progress
- To make sure that the targets set are achieved

Minimum Qualifications:

- Candidate must be a graduate in any discipline. Finance discipline and postgraduates preferred

Minimum Experience:

- Candidate should have a minimum 4-6 years of relevant work experience
- Candidates must be only from NBFCs or bank with Collections experience in SME (including unsecured products)/Commercial Vehicle/Construction Equipment/Car Loans.

- Candidates must possess knowledge in Legal recovery.

Skills Required:

- Adaptable, confident, reliable and motivated post graduates with strong time management skills and the ability to work effectively under pressure.
- Ability to multi task and deliver qualitative outputs consistently at short deadlines
- Excellent communication skills.
- Fluency in English is must.