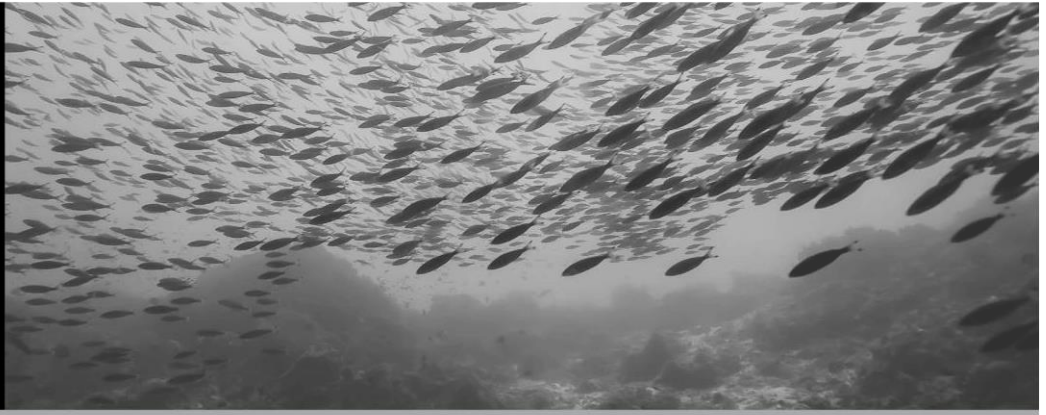




UPSTREAM
GROUP



DEBT COLLECTIONS TEAM MANAGER

PURPOSE OF THE JOB:

The Team Manager is responsible for leading a team of call centre agents through guidance, development, motivation, and support. The Team Manager must ensure optimal efficiency and effectiveness in the Collections Business by driving the team to target achievement. The Team Manager must comply with all provisions of the Labour Relations Act in his/her dealing with the call centre agents.

KEY TASKS

- Monitor and manage agent time and adherence
- Drive Agent performance to their agreed Performance Development Plans
- Develop a High-Performance Collections team
- Identify areas of improvement in processes and systems
- Monitor the quality of the teams interactions with internal and external stakeholders
- Workforce and capacity planning
- Ad hoc tasks

REQUIREMENTS

QUALIFICATION:

- NQF Level 4 – matriculation
- Studying towards a Management Diploma (Advantageous)

EXPERIENCE:

- Call centre and debt recovery
- Computer literacy
- Microsoft Office
- PC numerical skills
- 1-2 years in a leadership role



- Excalibur (Advantageous)

KNOWLEDGE:

- Telephone and negotiation skills
- Debt collection
- Client
- Basic understanding of debt review
- Legal collections
- Knowledge of collections and Woolworths policies and procedures
- Excellent knowledge of retail vision applications

SKILLS AND ABILITIES:

- Strong analytical and problem-solving skills
- Ability to work under pressure
- Strong interpersonal and good communication skills, interacting with Woolworths support employees and other internal / external parties
- Deadline orientated
- Negotiation and relationship building skills
- Computer skills (MS Office)
- Written communication skills – correspondence to clients and suppliers etc.
- Cross-skilling between portfolios
- Good planning and organizational skills to balance and priorities work
- Driver's license and own transport essential

Please forward your applications, including a motivational letter highlighting why you believe that you should be considered for this position to careers@upstreamgroup.co

Deadline: Wednesday, 31 March 2021

People with disabilities are welcome to apply.

