

JOB DESCRIPTION

Job Title: Team Leader - Debt Recovery

Company Name: M/s Allure and Bliss

Job Type: Full-time

Job Location: Chandigarh

Job Description: The Recovery Team Leader is responsible for supervising, training, and motivating a team of tele callers and field recovery officers (FOS). The primary focus is to maximize debt recovery, ensure strict adherence to banking compliance regulations, and meet monthly collection targets while maintaining data security and process integrity.

Job Responsibilities:

- Create a team and drive them to achieve desired numbers (i.e., targets).
- Coordinate with the team and bank managers to resolve team queries.
- Help every employee earn the best possible salaries and incentives.
- Assist the team in achieving respective targets.
- Take regular feedback and guide employees on a day-to-day basis.
- Maintain DRR and trail updation.
- Prepare projections.
- Maintain MIS and allocation.

Qualification & Experience Required:

- Minimum 12th Pass
- 3–5 years of experience in collections, debt recovery, or financial services.
- At least 1–2 years in a supervisory or Team Leader role.

Skills Required:

- Excellent negotiation and conflict resolution skills.
- Strong skip-tracing skills.
- Strong analytical skills to track collection trails and conduct process audits.
- Proficiency in managing dialers, CRM software, and MS Excel for reporting.
- Leadership: Proven ability to manage a combined team of desk callers and field agents under tight target pressures

Benefits:

- On-time salary payment.
- Long-term job opportunity for good performers.
- 12 paid leaves annually.