

**LCS FINANCIAL
JOB DESCRIPTION**

Position Title: Collection Manager	Position Location: Centennial Co.
FLSA Status: Exempt	Department: Collections
Reports To*: Operations Manager	Revised Date: 03-29-11

Primary Duties and Responsibilities

- Ensure that assigned individuals and team performance meets client & business communicated goals
- Develop team and assigned product strategy with drill down to include manual and predictive dialing
- Able to track, analyze and develop collection focus based on batch liquidation rates and in accordance with how assigned clients scorecard performance
- Use daily, weekly & monthly reports to determine collections performance both individually as well as for the team and assigned products (accounts per hour, ACW, average payment size, RPC's, etc)
- Audit collector accounts to ensure quality work is performed
- Audit account portfolios to ensure there are no work gaps, new business is being activated within 24 hours, appropriate flow has been implemented and proper letters and communications have been released such as demand letters, BANKO, etc
- Responsible for overall collector and team development through coaching, counseling and addressing training requirements
- Identify operational areas of opportunity and make recommendations to the Operations Manager and Director of Collections as needed to improve or revamp for company success
- Perform formalized side-by-side training, remote monitoring & manage performance improvement plans as required by LCS policies and procedures
- Hold regular and spot team meetings as business needs dictate to ensure thorough communication
- Ensure a strong leading and active manager presence on the floor at all times
- Design and promote contests and challenges on the floor to motivate the personnel & maximize collections
- Other duties as assigned

Skills & Qualifications:

- Excellent understanding of Federal and State Laws (FDCPA, CFDCPA, FCRA, GLBA, HIPAA, etc)
- Active listener with strong problem resolution and persuasive negotiation techniques
- Proven skills in coaching, mentoring & developing collectors and teams
- Strong organizational, multi-tasking and time management skills
- Detail oriented with strong analytical and critical thinking skills
- Demonstrate strong, effective and diplomatic interpersonal, verbal and written communication skills
- Knowledgeable about credit bureaus and other resources to locate delinquent debtors and collateral
- Self motivated, goal oriented, resourceful and driven personality
- Flexible and open to change in a high volume fast paced environment

Education & Experience:

- High School Graduate or Equivalent
- 2-3 years management experience in related field
- Working knowledge of windows based systems & Microsoft Office programs
- Working knowledge of the mortgage industry, title insurance parameters, bankruptcy impact on collections, foreclosures, student loans and general collections experience a plus
- 3rd party collections experience beneficial
- Call center environment experience beneficial

Salary Range: EXEMPT – dependent on experience

WHO THIS POSITION REPORTS TO MAY BE MODIFIED UPON NOTICE TO THE EMPLOYEE