

**LCS FINANCIAL
JOB DESCRIPTION**

Position Title: Dialer Manager	Position Location: Centennial Co.
FLSA Status: Exempt	Department: Collections
Reports To*: Operations Manager	Revised Date: 01-27-12

Primary Duties and Responsibilities

- Oversee and maintain the dialer system including, but not limited to system set up, maintenance, realignment, etc allow for efficient use of all dialer aspects, organizational effectiveness and maximum performance
- Responsible for day-to-day administration and monitoring of predictive dialer system including design, build and maintenance of campaigns, calling lists, filters, reports and list strategies through real-time monitoring of campaign performance
- Strategize, execute and manage dialer strategy for multiple teams to ensure campaigns are penetrated efficiently and effectively including left messages via human or virtual means to meet established business goals and Client scorecard performance parameters such as batch liquidation rates
- Implement a comprehensive dialing strategy including manual, preview and predictive dialing campaigns in combination with attended messaging and blast campaigns
- Manage dialer performance metrics to world class standards including service levels, occupancy, call routing, penetration rate, ACW, contacts, RPC's and overall collections to ensure KPI's are surpassed
- Develop, generate, analyze and distribute reporting; to include real-time adjustments and campaign changes to drive peak RPC's, related to the dialer's performance and strategy objections as well as agent statistics and identify trends to help determine the need for strategy refinement and/or collector training
- Conduct regular audits of dialer statistics, segmentation strategies and overall inventory to verify that the inventory is worked in accordance with company and Client SLA's as well as in adherence of all State and Federal regulations
- Function as Dialer subject matter expert, primary point of contact for dialer strategies, advocate for strategic insight, results and identify process/system changes, operational areas of opportunity and make recommendations to the Operations Manager and Director of Collections
- Schedule will include late nights and occasional weekends; some on call as needed
- Other duties as assigned

Skills & Qualifications:

- Excellent understanding of Federal and State Laws (FDCPA, CFDCPA, FCRA, TCPA, GLBA, HIPAA, etc)
- Proficiency in SQL queries
- Work well independently as well as in a team
- Proven skills in partnering with Vendor help desks, IT, collection managers and upper management
- Strong organizational, multi-tasking and time management skills
- Detail oriented with strong analytical, critical thinking and problem solving skills
- Advanced reporting and analytical capabilities with real-time correction skills
- Demonstrate strong, effective and diplomatic interpersonal, verbal and written communication skills
- 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 dialer management experience (Noble preferred)
- Prior dialer administrator experience beneficial
- 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