

**Position**: Tele caller (Debt Collection)

**Location**: Naraina, Delhi/Mumbai (Must be located within 10km radius of office location)

**Job Type**: Full-time / Govt of India Apprenticeship under NAPS/NATS

**Experience Level**: 6 months – 1 year

**Languages Preferred-** Hindi/English/Marathi

**Reporting to**: Team Lead/Process Manager

# Job Overview:

The Tele caller for Debt Collection will be responsible for contacting individuals or businesses who are delinquent on payments and negotiating repayment plans, ensuring timely collections, and maintaining customer relationships with professionalism and empathy. The role requires excellent communication skills, persistence, and a customer service mind-set to achieve collection targets.

# Key Responsibilities:

* **Contact Debtors**: Make outbound calls to customers with overdue payments, informing them of the outstanding balance and payment options.
* **Negotiate Payment Terms**: Work with customers to negotiate repayment terms that align with company policies while accommodating the customer’s financial situation.
* **Maintain Records**: Document and update customer interactions, payments received, and future commitments in the system accurately.
* **Follow-up on Payments**: Ensure timely follow-up on promised payments and address any queries or concerns customers may have.
* **Meet Collection Targets**: Achieve daily, weekly, and monthly collection targets set by the company.
* **Resolve Disputes**: Handle and resolve disputes related to the debt collection process in a professional manner.
* **Comply with Regulations**: Ensure that all collection efforts adhere to relevant laws and company policies, maintaining professionalism at all times.
* **Customer Relationship Management**: Build and maintain positive relationships with customers to ensure ongoing communication and potential future business.
* **Provide Feedback**: Offer feedback on debtors’ repayment behaviour and recommend solutions to improve the collection process.



**Qualifications & Skills:**

* **Education**: Preferably graduates (females)
* **Experience**: Previous experience in debt collection, customer service, tele sales, or a related role preferred.
* **Communication Skills**: Excellent verbal skills in [specific language, e.g., English, Hindi, etc.].
* **Negotiation Skills**: Strong negotiation and conflict resolution skills to reach amicable payment solutions.
* **Customer Service**: Ability to empathize with customers while staying focused on collections goals.
* **Attention to Detail**: Strong attention to detail and accuracy when handling customer accounts and documentation.
* **Computer Skills**: Proficient in MS Office and experience with CRM software or collection management systems.
* **Team Player**: Ability to work both independently and as part of a team to achieve departmental goals.
* **Persistence**: Ability to follow up consistently and handle rejections professionally.