

PR/161149 | Team Lead, Collections

募集職種

人材紹介会社
ジェイ エイ シー リクルートメント マレーシア

求人ID
1623324

業種
監査・税理士法人

雇用形態
正社員

勤務地
マレーシア

給与
経験考慮の上、応相談

更新日
2026年11月17日 10:17

応募必要条件

職務経験
3年以上

キャリアレベル
中途経験者レベル

英語レベル
基礎会話レベル

日本語レベル
無し

最終学歴
短大卒： 準学士号

現在のビザ
日本での就労許可は必要ありません

募集要項

Company and Job Overview
A financial services company specializing in licensed money lending. The company specializes in consumer and business financing solutions, offering personal loans, property-related financing, and working capital support for SMEs.

Job Responsibilities
Responsible for the day-to-day management of the Collections team, implementing the tiered collections strategy to drive recovery rates in a compliant manner, and accountable for risk metrics such as vintage delinquency performance. Serves as the key coordination point between collections. risk and legal teams.

- Manage and lead the Collection Officer team (scheduling, performance evaluation, training, and day-to-day supervision)
- Implement and refine the tiered collections strategy and scripts
- Monitor team KPIs — recovery rate, contact rate, PTP achievement rate — and produce regular collections operations and vintage delinquency analysis reports

- Strictly enforce collections compliance requirements (BNM collections conduct guidelines, Act 873 provisions), handling escalated customer complaints
- Coordinate the handover, follow-up, and performance evaluation of external debt collection agencies (DCAs)
- Work with the risk team to analyse delinquency data and optimise collections strategy and resource allocation
- Establish and maintain collections SOPs, process guidelines, and training materials to ensure consistent execution across the team

Job Requirements

- Degree or Diploma in any related field with at least 3 years of experience in managing a collections team, preferably in consumer finance, banking or P2P lending.
- Familiar with Malaysian collections compliance requirements (BNM guidelines, Consumer Credit Act 873)
- Experience in team management, performance evaluation, and cross-functional coordination
- Strong data analysis skills, able to independently interpret vintage delinquency rates, DPD distribution, and other risk metrics

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#stateSelangor

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会社説明