

## VP Operations

### **Job Purpose:**

**The objective is to supervise and manage Cash Pick ups team (internal teams & external agencies) at PAN India to deliver continuous results, drive improvement through initiatives, identify area of opportunity and fix them in a process oriented approach.**

### **Key responsibilities:**

- Management of overall business operations and coordinate with various departments and teams to ensure delivery.
- Prioritization and allocation of contracts between internal and external agencies based on previous performance in order to maximize the performance.
- Actively monitor state/city/area/team efficiencies and come up with recommendations to improve basis specific collection strategies.
- Ensuring effective manpower alignment in conjunction with approved yearly budget to drive conversion.
- Mentoring and coaching of TLs & AMs to achieve the SLA's and grooming them for next level.
- Daily, weekly Review to keep a track of team performance against the target.
- Liaising with support functions to improve team performance.
- Needs to control absenteeism and attrition in the portfolio.
- To assist/drive key projects within the company.
- Empanelling new agencies in areas of business based on needs.
- Ensure proper quality controls on the set process

### **Desired experience & expertise**

- 6 Sigma certified
- Should be able to create processes, Must be well organized at work to manage large volumes and plan ahead.
- Must have handled TLs/AMs across multiple States/Zones with minimum span of 1500 FTEs.
- Must have experience in handling external agencies.
- Must be able to drive the Team for higher productivity with Efficiency and Change as per business requirements.
- Broad knowledge of collection and verification and related applications.
- Minimum 15 years of experience in relevant role.