



JOB DESCRIPTION

Job Title/Role:	Asst. Manager / Manager (Black Belt)		
Department:	Training & Quality - Intl	Shift Timings:	Flexible (6PM - 6AM)
Reporting To:	HOD - Training & Quality	No. of position:	01 (One)
Work Location:	Bhayander, Mumbai	Level / Grade:	4 (AM) / 3 (Manager)

Type of position:	Management skills:	Total Experience: >6 years
Full Time	<ul style="list-style-type: none">• Strong analytical skills• Data analysis skills• Good Team handling skills• People Management• Good communication skills	Relevant Experience: >1 year
		Age: >26 years
Suggest search keywords: Transaction quality, process quality, quality assurance, Collections, FDCPA, CFPB, Debt management, pay day loans, sales & collections, six sigma, black belt, analytics, project management		

Education requirement:	Other skills:
<ul style="list-style-type: none">• Graduate - any stream• Preferred Engineering background	<ul style="list-style-type: none">• US collection compliance awareness e.g. FDCPA• Six Sigma Black Belt

Roles and responsibilities:
<ul style="list-style-type: none">• Must have relevant experience of managing Process Excellence and projects for Intl clients• Preferred if managed collections, lead generation, sales, debt counselling processes for Intl customers• Must have worked on multiple six sigma projects and have good knowledge on tools and concepts• Strong data analysis background• Client management• Must have handled transaction quality and process excellence for multiple customers• Knowledge on ISO 9001 and 27001• Must be willing to work in night shifts

Technical skills:
<ul style="list-style-type: none">• Expertise in MS Office skills (Word, Excel, PowerPoint)• Should have excellent communication skills (written and spoken)• Must have good analytical skills to conduct various analysis and RCA• Worked on Minitab• Preferred to have project management experience or awareness