

Position
Call Consultant

Country
Ho Chi Minh, Vietnam

Company

Flow is a one-stop, digital credit management company with the mission to promote ethical and responsible collection in Asia, through customer-centric operational processes integrated with artificial intelligence technologies.

We work with global banks, multi-financial institutions and enterprise companies to recover millions effectively. We understand the challenges both our clients and consumers face when it comes to debt collection and provide support at every stage of the collection lifecycle.

Backed by Dymon Asia, SIG and Digital Ventures, Flow is a leader in ethical, digital collections in Asia, disrupting a multibillion-dollar global industry in non-performing consumer loans. Headquartered in Singapore, we also have offices in the emerging markets of India, Indonesia, and Vietnam.

Main responsibilities

- Receive call from Client who have delinquent loans, debts.
- Communicate with Client about status of their loan; listen and understand Client's issues; consult and propose solution to help Client to perform their payment responsibility to delinquent loans, debts.
- Perform the Targets in daily, weekly, monthly
- Usually communicate with supervisor to improve the performance.
- Join the skill upgrade training.
- Comply to quality policy and working policies of company.

Requirements

- Priority to people who has experience in Call Collection, Credit underwriter, Financial consultant, Call Customer service
- Company will train to non-experience staff.
- Want to work in professional, transparent environment.
- Honesty, Hard-working, focus on work to achieve the best result.
- Can use MS Office (Word, Excel)
- Willing to work in shift rotation.
- Communication skill.
- Negotiation skill
- Problem solving skill

To apply: hr@flow-tech.ai