



Position
Collection Strategy Manager

Country
HCMC, 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 DEG, SIG, and Integra Partners, 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.

Description

At FLOW, we believe in developing and nurturing talents to be future leaders who care about the communities that we interact with and the people within. As such, we are always on the hunt for motivated and driven individuals to join us on this exciting journey. We are currently looking for a vibrant and fun-loving person to join our growing team as a Collection Strategy Manager.

1) Core Responsibilities

- Based on insights provided by stakeholders (CMS & PD heads, Risk, Sales, PM, AI), develop the collection strategy logics including actions, channels, content, and intensity,
- Work closely with collection strategy support unit on strategy implementation and execution control,
- Ensure strategy localization and personalization for particular partner / portfolio,
- Based on insights from the call center and partner requirements, initiate strategy changes/creation and manage the implementation upon Risk's approval,
- Build collection strategy function (processes, knowledge base, reporting)
- Create Content Strategy for different Collections Tools (Script, SMS, IVR, AND/OR Emails).

2) Qualifications & Skills

- At least 5 years of relevant experience in the Retail Banking / Financial / Debt Collection sector,
- Bachelor's Degree in the fields of Engineering, Finance, Banking, or equivalent,
- Ability to derive insights from quantitative reports,
- Meticulous and analytics,
- Strong interpersonal and communication skills,
- Strong project management skills,

- Experience with credit risk management and business intelligence will be highly advantageous,
- Proficiency in English is a must.

3) Salary & Benefits

You will get the opportunity to work in a dynamic start-up environment to grow and develop your skills.

- Competitive salary package,
- Annual leave and paid time-off,
- Training and development programs for continuous learning,
- Ability to make flexible work arrangements or conduct remote work,
- Company events and activities to meet colleagues from other countries,
- A meaningful career to better the lives of others,
- Opportunities to advance your career horizontally and vertically.

Our Values

We believe that our core values are essential for cultivating a cohesive and high-performing work environment in the company. More importantly, our values reflect our vision of the community that we are striving to foster.

- Ethics
 - *Understanding the importance of our communities through responsible decision-making and actions.*
- Integrity
 - *Being truthful, sincere, and free of deceit in our words, actions, and all business dealings.*
- Innovation
 - *Seeking and applying new ideas to ensure efficiency, quality, and the readiness to address current and future needs.*
- Teamwork
 - *Recognizing the significance and benefits of synergy resulting from a well-aligned and effective team.*
- Respect
 - *Maintaining respect for all people regardless of our status or background.*