



Position
Operations Business Analyst

Country
HCMC, Vietnam / Jakarta, Indonesia

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 an Operations Business Analyst.

1) Core Responsibilities

- Analyzing client portfolios in detail and providing regular updates of performance and potential improvement areas,
- Troubleshoot any technical difficulties/issues raised by partner / seller in collaboration with operations,
- Increasing revenue from each partner / seller by providing value added service,
- Makes recurrent performance and productivity analysis using existing reports in MIS,
- Prepares an ad hoc analysis for OPS management team upon the request, works with MIS team on preparing the numbers,
- Provides the OPS management team with regular analytical notes with insights and findings,
- Collect the status updates from Call Centre Heads and track the plans/ targets achievement,
- Proactive in looking at opportunity based on data that is managed to improve month on month performance of the call center.
- Weekly review on portfolio behavior / health check and analysis on performance trajectory.

2) Qualifications & Skills

- 1 to 2 years of experience in a quantitative / analytical role within the operations division of a collections call center,
- Good presentation skills,
- Quantitatively savvy,

- Strong interpersonal skills,
- Strategic-thinking, analytical, and results-oriented,
- Holds a Degree in Engineering, Economics, Business, Accounting, or similar, from a reputable university,
- Proficient in the Local Language and English,
- Knowledge of the CRM / Debt Collection industry will be considered an advantage.

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.*