



# BMW FINANCIAL SERVICES. VALUE++, PLEASURE++, USE NUMBERS. CREATE JOY.

It takes a tech-savvy team of restless minds to leverage the opportunities that digitalization brings in the area of automotive financing. People who are fueled by a passion for problem solving and rapid action. So if you're looking to pursue exciting opportunities in an agile business that adapts to new technologies faster than the traditional finance sector does, why not drive the future of financial services with us?

**Job title:** Assistant Manager - Collections  
**Work Location:** BMW India Financial Services, Gurugram.

#### What you should bring along?

- Minimum 4-5 years' experience in the finance or automotive industries.
- Plan and execute new process improvement projects
- Optimizing Collections performance & ensuring ways to save Cost.
- Problem solving ability & ensuring highest level of customer satisfaction
- Responsible for managing company's delinquent portfolio of active accounts. Responsibility includes general administration of collections related functions and recovery of company's due.

#### What awaits you?

- Responsible for managing internal (Regional and Collection agents) and external collection team efforts for maximizing the productivity and effectiveness of the team.
- Conducting field visits & representing the company with customers, external vendors and forums
- Build and design customer segmentations models to predict risk of loss, customer contact ability, and profitability.
- Dealing with Customers and handling customer compliant in line with the fair practice code, KYC, AML and Anti-Fraud Management guidelines of the company
- To ensure data of customers are handled in accordance with the privacy policy of the company
- Working on improving the collection strategies & methods to improve customer interactions.

Are you looking for an exciting challenge? Then join our team. We look forward to receiving your application. You can apply online at [careers.bmw@bmw.in](mailto:careers.bmw@bmw.in)



More insights on LinkedIn @BMW Group  
and Instagram @bmwgroupcareers.

