

**POSITION TITLE:** Operations Manager  
**DEPARTMENT:** Operations  
**GRADE:** Exempt  
**MINIMUM SALARY:** \$58,418

### **SUMMARY**

Under general direction, to plan, manage, and coordinate the activities and operations of the recovery collection and servicing departments within CRI; to coordinate assigned activities with other departments, outside vendors and contracted staff to meet goals and operational objectives. Prepare and analyze department reports to identify trends to improve efficiencies and implement strategies for the department.

### **SUPERVISION EXERCISED**

Exercises direct supervision over professional, technical and administrative support staff.

### **EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

#### **Primary Duties**

Manage and coordinate the organization, staffing and operational activities for the recovery collections and customer service departments.

Manage the administration and operational activities relating to the collection and servicing of the portfolio through oversight of internal staff as well as other future lines of business-

Manage and implement business and strategic plans; meet with staff to assign work activities and projects as well as resolve challenges; monitor work flow; review and evaluate work products, staff performance and operating unit performance; evaluate for improvement business practices, policies, and procedures.

Provide performance reporting and client relationship management assistance to the Sales/Marketing Department in regards to the collections program.

Make decisions pertaining to personnel, including performance measurement, hiring, promotions, scheduling, time records/payroll reports, authorized/unauthorized absences, employee development and terminations, in accordance with established policies.

Ensure participation in and the implementation of vision, mission, goals, objectives, policies, priorities, quality service, and performance management and appraisal system; identify resource needs; recommend and implement policies and procedures.

#### **Secondary Duties**

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Prepare and analyze department reports to identify trends or opportunities to improve efficiencies and the quality of service delivery methods and procedures by staff; implement strategies for the department.

Develop and administer the CRI budget; coordinate payroll functions; forecast additional funds needed for staffing, equipment, materials and supplies.

Coordinate assigned services and activities with those of other divisions and outside agencies and organizations.

Assist outside counsel with research and resolution of problem situations with clients or litigants as they arise.

Manage and implement the business and strategic plans promoting esprit de corps, innovation, personnel development, and collaboration.

Promote and maintain a positive relationship with representatives from clients and State and Federal agencies and lending institutions.

Attend or participate in professional group meetings; stay abreast of new trends and best practices in debt collection, and regulatory compliance.

Evaluate ways to implement or improve the use of litigation as a collection tool.

Respond to and resolve difficult inquiries and complaints.

Support the Sales & Marketing Department by answering questions and researching and resolving issues.

## **COMPETENCIES**

### **Core Competencies**

Honesty/Integrity/Trustworthiness – Publicly displays a pattern of strong work habits, and sincere, truthful, and ethical behavior.

Oral & Written Expression – The ability to clearly and concisely communicate information and opinions verbally and in writing. Demonstrated proficiency in business writing and active listening.

Establishing & Maintaining Interpersonal Relationships – The ability to develop constructive and cooperative working relationships with others, and demonstrated experience in maintaining such relationships over time. Actively practices the principle of “treat others as you wish to be treated.”

Teamwork – The ability to interact effectively as a leader and as a participant in a team environment, demonstrated by past successful completion of assigned tasks as both a leader and participant of a team.

Decision Making & Problem Solving – The ability to analyze information and evaluate a variety of data in order to identify best practices, solve problems, and improve performance and productivity. Practices the principle of “inspect what you expect.”

Interacting with Computers – Demonstrated working knowledge of applicable CRI computer systems used in performing business unit activities; demonstrated ability to productively use business software programs, e.g. Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Microsoft Outlook, and Adobe Reader.

Dependability & Accountability – Displays personal reliability, responsibility, and dependability; fulfills all obligations.

Initiative – Actively anticipates needs and proactively implements solutions to meet such needs before problems occur; accepts responsibilities and challenges when identified; prefers prevention over problem-solving/fault assignment.

Stress Tolerance – The ability to accept and positively respond to criticism, and calmly and effectively manage through periods of high stress or abrupt change.

Conflict Resolution Skills – Demonstrated ability to resolve issues as they arise through collaborative efforts. Does not hold grudges nor tolerate such behavior in others.

Self-Control – Demonstrated ability to maintain composure and avoid aggressive behavior, even in very difficult situations and conflicts.

Customer Service (External & Internal) – Demonstrated ability to identify and then meet customer needs in a timely and successful manner. Actively looks for ways to assist others, and understands positive customer service principles and processes, e.g. customer need assessments, best practices to meet quality standards, and proactive evaluation of customer satisfaction.

Organizing, Planning, & Prioritizing Work – Demonstrated ability to effectively manage one’s own time; defined as maintaining a track record of setting and achieving aggressive deadlines. Demonstrated experience in developing specific goals and achieving objectives; track record of successfully developing plans to prioritize, organize and accomplish work assigned.

Maintaining Confidentiality – The ability to protect the integrity and safekeeping of all business data. Track record of compliance with customer Non-Disclosure Agreements. Assertive and vigilant in ensuring all employees (whether assigned as staff members or otherwise) maintain information security and confidentiality; ensures confidentiality of

borrower and corporate information. Proactively maintains personal knowledge of new information security practices and policies respecting assigned responsibilities.

### **Technical Competencies**

Knowledge of principles and practices of effective debt collection.

Knowledge of basic principles of good public relations.

Knowledge of state and federal laws, rules, regulations and procedures in area of specialization, including, but not limited to, FDCPA, TCPA, FCRA, and Gramm-Leach-Bliley Act.

Knowledge of department policies and procedures.

Skill in interpreting and analyzing data, regulations and policies and making informed decisions.

Skill in analyzing data to determine regulatory compliance.

Skill in collecting, summarizing and analyzing technical information/data in area of assigned specialization.

Skill in understanding and interpreting legal documents relevant to area of specialization, (e.g. contracts, confidentiality agreements, bankruptcy filings, other legal filings pertaining to the collection of debt or enforcement.

Skill in creating and presenting concise technical reports.

Skill in developing, recommending, and evaluating quality of compliance policies.

Skill in applying and enforcing regulatory statutes to identify scope and severity of deficiencies.

### **Supervisory Competencies**

**Leadership & Delegation** – Demonstrated experience and recognized ability to motivate, inspire, involve, and empower employees; track record of maintaining an encouraging and positive attitude, especially during times of stress or other difficult situations.

**Principles of Supervision** – Demonstrated success in selecting, training, coaching, and counseling, employees, with a track record of successful performance management and personnel development.

**Resource Management** – Demonstrated knowledge of planning and setting effective goals, and track record of focusing appropriate resources to achieve them. Track record of ensuring work is aligned with company objectives monitoring and controlling business unit(s) and staff members to keep tasks and projects on track.

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Organizing the Work of Others – Demonstrated track record of an ability to organize people, systems, and work flow in coordination with other departments, and demonstrated ability to use continuous process improvement practices to increase operational efficiencies and department productivity.

Project Management – Possess a basic ability to understand and apply generally accepted principles and methods of project management.

Company Objectives – Demonstrate the ability to understand and support the shareholder’s mission, vision and business objectives.

Professional Appearance and Conduct – Recognizes and acts on the need to always dress appropriately and readily accepts the role as a leader and example to others. Consistently acts professionally, objectively, and rationally. Recognizes personal behavior outside the workplace can reflect on CRI’s reputation.

Updates and Uses Relevant Knowledge – Displays a habit of staying abreast of relevant industry news and best practices in areas of assigned responsibilities and expertise, and demonstrates highly active ability to apply new knowledge to assignments and responsibilities.

Diplomacy & Discretion – Demonstrates skill and discretion when dealing with sensitive matters and people. Practices the principle of “positive in public, negative in private.”

Accountability – Displays flexible and proactive approach to assigned responsibilities, and accepts personal accountability for assigned tasks.

Budgeting – Demonstrated experience in budget preparation and administration.

## **MINIMUM QUALIFICATIONS**

### **Experience:**

Five years of escalating responsibility in debt collection, medical industry or consumer debt servicing, including three years of supervisory experience.

### **Education**

Equivalent to a Bachelor's degree from an accredited college or university with major course work in business administration, public administration, or a related field.

### **License or Certificate:**

Possession of, or ability to obtain, an appropriate, valid driver's license.

### **Special Requirements:**

*Essential duties require the following physical skills and work environment:*

Ability to work in a standard office environment; ability to travel to different site locations.

### **Receipt and Acknowledgment**

I acknowledge and understand that:

- Receipt of this job description does not imply nor create a promise of employment, nor an employment contract of any kind, and that my employment is at-will.
- The job description provides a general summary of the position in which I am employed, that the contents of this job description are job requirements and, at this time, I know of no limitations which would prevent me from performing these functions with or without accommodation.
- I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these functions or if I am no longer qualified to meet the job's qualifications including being able to maintain proper level of clearance.
- Job duties, tasks, work hours and work requirements may be changed at any time.
- Acceptable job performance includes completion of the job responsibilities as well as compliance with the policies, procedures, rules and regulations of CRI.
- I have read and understand this job description.

Employee Name (printed): \_\_\_\_\_ Date: \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Witness Signature: \_\_\_\_\_ Date: \_\_\_\_\_