

Job Title

Credit Counsellor

Job Description

To educate and counsel the delinquent customers regarding their financial wellbeing and provide the best solution to improve their credit score.

Roles and Responsibilities

- Counselling the customers to help them make informed decision regarding their delinquent accounts, credit rating and financial wellbeing
- Outbound calling to customers which includes credit counselling and follow-up
- Address and resolve customers' queries and grievances on time
- Ensure quality service by adhering to organization guidelines
- Provide excellent customer experience during each interaction
- Record details of enquiries, conversation and action taken

Key Requirements

- Graduate/Under-graduate with minimum 1 year of experience in Tele-Collection's (Domestic/International Voice Process).
- Knowledge of credit score, NPA and delinquencies
- Good communication skills - English and Hindi
- Basic MS Office skills
- Willingness to work in target-based role
- Desire to help people and deliver outstanding customer service

If this interests you, then share your resume at careers@credits.in

About Creditas Solutions

Headquartered in Gurgaon, Creditas Solutions is India's leading FinTech company in the field of delinquency management. With the deployment of new-age technology, it is helping financial institutions to digitally empower delinquent customer engagement, while assisting in financial literacy, and portfolio management. Its AI and ML driven solutions enables lenders to significantly improve recovery rates and simultaneously enhance brand experience and customer loyalty. Creditas caters to a \$100 bn market and is present across India. It is a leading technology partner to marquee Financial Institutions in India including HDFC Bank, SBI Cards, Axis Bank, ICICI Bank, Citi Bank, RBL Bank, IDFC First Bank and Kotak Mahindra Bank.

At Creditas we provide comprehensive growth to our employees by building key skills and knowledge that open opportunities across dimensions, both within the organization and across the industry. Our tailored approach to career growth lets you own the 'When' and 'Where' of your career progression!