

Job Title: Floor Manager – Call Centre
Location: Navi Mumbai

Job Description:

Coordination:

- **Daily routing of leads to DSTs** for fulfillment
- Manage a **team of 20-30 tele-callers**
- **Collating & updation of feedback** from DST channel/ branches and which in turn uploaded on CRM & rerouting to agent queue
- **Timely Scheduling & sending SMS** (short message service) for all fresh & follow up appointments
- **Tracking progress of stage wise loan movement** until disbursed
- Coordinate with Tele-calling and Partnerships Head and provide feedback regarding lead quality

Planning & Execution:

- Track the **movement of the pendency's greater than 3 days** and highlight to respective region/branches for faster fulfilment
- Drive **respective region/branches for disbursal within defined TAT**
- **Track callers performance** and provide a regular feedback to

Recruitment & Training:

- Ensure **timely recruitment of tele-callers**
- **Responsible for training** the tele-callers in coordination with HR department

Prior Experience & profile:

- **5-6 years of experience** in floor management for tele-calling, preferably in driving Housing Loan/ LAP sales
 - Experience in **handling a team of 50-100 callers**
 - Experience in **working on CRM, monitoring call quality, MIS tracking, training**
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