

REQUISITION NAME

REQ ID

< from Recruitment team >

About Epicenter

For 25 years, Epicenter has been at the forefront of the Technology & Business Process Management industry, driven by a single belief: **happy employees deliver exceptional results**. Here you'll find a career built on innovation, led by seasoned experts with over two decades of experience. Our commitment to our team is the secret behind our lasting success and the reason we're trusted by global clients.

Ready to be part of a team where your happiness is a priority and your work truly makes an impact? Join Epicenter.

About the job

The **Senior Manager – U.S. Collections** will lead and mentor Assistant Managers, Team Leaders, and their teams across multiple LOBs to drive overall performance, compliance excellence, and strong client satisfaction. This hands-on leadership role requires deep operational expertise, strict process governance, and a proactive approach to performance management to consistently meet recovery goals and regulatory expectations.

In addition, the Senior Manager will work closely with clients through business reviews, performance discussions, and strategic planning to strengthen relationships and support growth opportunities. They will collaborate with Quality, Training, and Workforce teams to ensure process consistency, staffing readiness, and operational stability across all LOBs.

The ideal candidate brings extensive U.S. collections experience, strong multi-team leadership, a compliance-first mindset, and the ability to build a high-performance culture while driving business expansion.

Location/Hours

Location: Bhayandar West

Hours: Any 9 hours between 8am EST – 8pm PST

Job responsibilities/expectations

- Drive process expansion
- Lead and oversee Assistant Managers across multiple LOBs to ensure consistent achievement of recovery targets, compliance KPIs, and client expectations.
- Drive daily operational governance by reviewing Assistant Manager action plans, validating floor management effectiveness, and ensuring strong execution across teams.
- Monitor portfolio-level performance dashboards, identify trends or gaps, and implement strategic initiatives to improve efficiency, call quality, conversion rates, and overall productivity.
- Ensure strict adherence to FDCPA, CFPB, UDAAP, and client-specific requirements by reinforcing SOPs, approving corrective actions, and overseeing compliance escalations.
- Provide leadership coaching to Assistant Managers and guide them in developing Team Leaders through structured reviews, calibrations, and performance improvement plans.
- Maintain accurate and timely reporting, forecasting, and SLA adherence across all LOBs, ensuring data integrity and operational discipline.
- Build and maintain strong client relationships through regular business reviews, performance updates, and strategic discussions to support growth and operational excellence.
- Partner with Quality, Training, and Workforce teams to ensure staffing readiness, quality calibration, process consistency, and continuous capability development across teams.

- Lead operational improvement initiatives, identifying automation, workflow, or training opportunities to enhance productivity and consumer experience.

Minimum qualifications

- Should be a Graduate in any field.

Desired qualifications

- Should be a Graduate in any field

Why Join Epicenter?

We believe in investing in our people. At Epicenter, you'll have the opportunity to make a global impact with a company consistently ranked among the **Top 20 BPOs in India**. We're also the proud recipient of the "**Best Customer Service Provider**" award for nine consecutive years. Our commitment to your future is our priority. We offer ongoing training, mentorship, and upskilling opportunities to ensure you stay at the forefront of the industry.