

COLLECTIONS AND RECOVERY OPERATIONS MANAGER

Position Summary: The Collections and Recovery Operations Manager supports the tactical and day-to-day functions of College Ave's collection and recovery operations. Reporting to the Head of Collections and Recovery Operations, this role is focused on ensuring compliance, supporting vendor management, driving performance in delinquency and recovery through trend analysis, and participating in the design and implementation of initiatives that improve performance, reduce losses, and enhance customer experience. This position requires analytical capabilities, collaboration across multiple departments, and occasional direct customer engagement to resolve escalations.

Team: The Collections and Recovery Operations Manager falls under the Chief Operating Officer's remit and reports directly to the Head of Collections and Recovery Operations, working as part of the customer operations team. This position falls within the function of Operations.

Duties and Responsibilities:

- Support vendor onboarding and assist in talent development initiatives.
- Provide feedback and insights to vendor teams to improve collections execution.
- Collaborate with internal Credit and Risk Modeling teams to inform and refine recovery strategies.
- Monitor and report on delinquency and recovery performance, identifying trends and opportunities.
- Evaluate workloads and suggest staffing optimizations to improve performance.
- Contribute to the development of cost-effective strategies that improve payment and contact rates.
- Administrate agent incentive program
- Conduct outreach to customers as needed to resolve escalations and complex cases.
- Participate in technology stress tests and monitor ongoing performance of recovery tools.
- Prepare and assist with internal and external audits and periodic business reviews.
- Ensure customer assistance programs are properly administered and compliant.
- Track and manage collection-related expenses, ensuring alignment with budget expectations.
- Maintain and update training materials based on changes in systems, processes, or regulations.

- Support legal and compliance efforts by cataloguing customer-facing policies.
- Maintain documentation related to reports, workflows, and procedures.

Experience & Qualifications:

- 3–5 years of experience in a corporate collections, recovery, or financial operations environment.
- Exposure to vendor management or experience working with third-party service providers.
- Skill in team management, preferably in Collections.
- Working knowledge of regulatory and legal statutes that influence and govern collections and recovery activities.
- Familiarity with key metrics in collections (e.g., DQ %, charge-offs, recovery rates).
- Knowledge of loan products, particularly unsecured, closed-end loans.
- Strong interpersonal and communication skills for collaboration and issue resolution.
- Analytical mindset with comfort working with reporting tools and datasets.
- Adaptable, organized, and comfortable in a fast-paced, evolving environment.
- Proficiency with Microsoft Office and familiarity with platforms such as Salesforce, Tableau, or similar tools is a plus.
- Bachelor's degree or equivalent work experience preferred.

Position Requirements: Potential for occasional travel

Job Type: Full-time

Location: This position is based out of our Wilmington DE office. It is required to be in-office three days a week (Monday, Tuesday, Wednesday), with the option of working remotely on Thursday and Friday.

To Apply: Please submit your resume to jobs@collegeave.com