



Executive, Collection & Remarketing (Contract with Agency)

for Mercedes-Benz Services Malaysia Sdn Bhd

Contact

HR MBSM

mbsm_hr@mercedes-benz.com

Job-ad-number

MER0002PLS

Publishing date

24.07.2023

Field of activity

Finance / Leasing&Banking

Department

One HUB

Tasks

The job holder is responsible for:

- To assist in monitoring the receivable portfolio and ensure that all repayments from customer are paying in timely manner.
- To manage early delinquencies, newly activated accounts
- To support overall customer service for Mercedes-Benz Finance & Leasing Business
- Attend to customers' (salespersons, dealers, suppliers, end-customers) enquiries
- Responsible for managing the collection team and provide guidance in achieving the KPI's
- Execute retention operation process to achieve retention target
- To conduct dunning calls to remind customers on repayments for day past due contracts.

To implement and manage collections and remarketing processes and procedures in accordance with the Company's policy and procedures.

- Close monitoring the performance and activities of Debt Collection and liaise with Repossession agents as to ensure proper management of account receivables by minimizing credit losses of current portfolio and maximizing debt recovery.
- Discuss with customers on restructuring / rescheduling of the overdue contracts.
- Support litigation proceedings against the hirers and guarantors. Liaise with solicitors and other relevant authorities such as insurer, police, customs and Transport Authority for recovery purposes. To ensure that timely filing of legal cases thereby protecting the interest of the company.
- To support the remarketing process for repossessed/returned vehicles. To ensure that vehicles are sold within targeted time and best price. To liaise with auction houses and co-ordination on bids from dealers, buyers and auctioneer and preparation of all relevant documents for the remarketing processes.

Manage NPL, Remarketing process , Recovery and Collection administration

- Late delinquent collection and litigation process.(DPD 30+)
- Remarketing process management
- Collection Operation: e.g. write-off process, Technical Delinquency handling, Rental reconciliation, payment claiming
- Recovery Agent Management: e.g. monitor agents, service fee claiming, document and performance etc.
- Support cure early delinquent accounts (DPD 8 to 30)

Execute retention operation process to achieve retention target

- Contact customers to create retention opportunities and achieve retention target
- Execute Retention process including re-finance, re-lease, return car process and renew process
- Timely provide retention customer feedback for improving retention process
- Support remarketing process
- Manage of insight utilization report

Qualifications

1. Education

- GCE "O" Levels
- Degree holder, preferably in Finance, Accounting, Business or related discipline

2. Technical knowledge

- Good knowledge in MS Office software like Word & Excel
- Good in spoken and written English and other local dialects
- Good knowledge of Finance Contract Management ERP
- Good knowledge of hire purchase terms and processes
- Good knowledge of collection and auto remarketing
- Familiar with Auto Finance Services business process
- Basic legal knowledge

3. Competencies

- Good communication and interpersonal skills (ability to interact with all levels)
- Ability to quickly adapt to new culture and environment and to work with other departments
- Ability to multi-task
- Ability to handle stress
- Ability to work in a team as well as be independent
- Problem-solving skills
- Attention to detail
- Ability to meet deadlines

- Tactful

4. Work / Industry experience

- Minimum 3 years of working experience.
- Minimum 2 years collection experiences in Auto finance / leasing or banking industry

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Benefits



Mobile Phone possible



Events for employees



Health Benefits



Discounts for employees possible



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MER0002PLX

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Field of activity

Finance / Leasing&Banking

Department

One HUB

Tasks

Our suppliers wait for us to pay them. A disbursement is irreversible; it represents the final step in the loan-giving process and our ultimate commitment to the deal. The objective is to make a thorough check for accuracy, completeness of documentation and adherence to all credit approval terms & conditions as well as legal and corporate regulations, and then to initiate quick disbursements to our suppliers; also to close contracts in the system quickly and manage customer file handling most efficiently.

- Manage and maintain Retail contracts to completely secure company's credit right.
- Manages contract activation & disbursement process in the Contract Management System
- Timely payout to Dealers & Suppliers
- Set-up GIRO payments approved by banks for customers in the Contract Management System
- Maintenance of Lien Registration and Release
- Manages and executes paid in full contracts in Contract Management System
- Refund of over payment to customer
- Administrate normal contract closing in CMS
- Back-up to Contract Admin Support and Contract Admin Assistant Manager

Administration of entire contracts lifecycle:

- Contract creation and activation
- Returned documents management and filing contracts

- Car price and commission disbursement document preparation
- A/R settlement
- Contract termination documents preparation and delivery
- Leasing license plate operation

Administrative works for customer regular activity

- Fine ticket and other fees management
- Direct debit file preparation
- Vehicle inspection and tax payment

Vendor management

- Communication with outsourcing vendor
- Auditing and management of outsourced operation
- Budget management and payment procedure

Qualifications

Required Education

- GCE A'Levels
- Degree holder, preferably in Finance, Accounting, Business, or related discipline

Required Technical Knowledge

- Excellent knowledge of Work functions and processes of contract administration and legal documentation
- Good knowledge in MS Office (Excel, Word)
- Good in spoken and written English and other local dialects
- Excellent knowledge of Finance/Leasing Contract Management ERP

Required Competencies

- Ability to work both independently and in a team
- Good communication and interpersonal skills
- Ability to quickly adapt to new culture and environment and to work with other departments
- Ability to multi-task
- Attention to detail, figure-oriented, conscientious, careful, pro-active and accurate

Required Work / Industry experience

- Minimum 3 years working experience
- Minimum 2 years' experience in automotive finance industry or consumer banking

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Benefits



Mobile Phone possible



Events for employees



Health Benefits



Discounts for employees possible



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Department

One HUB

Tasks

The job holder is responsible for:

- To support overall Contract Life Cycle Management for Mercedes-Benz Finance & Leasing Business
- Attend to customers' (salespersons, dealers, suppliers, end-customers) enquiries

Task Description

- Fulfill customers' expectation and needs, i.e. assist in enquiries for new loans, modification of accounts, problem solving relating to account management and customer's complaints; early termination requests etc.
- Manage the matured accounts with outstanding overdue interest and monitor the waiver of overdue interests. Analyze and approve on refund of overpayment
- Prepare documents relating to modification of agreement; partial termination and capital repayment
- Attend to dealers, suppliers, salespeople enquiries
- Process Automation and Digitalization- Ensure higher level of digitalization for better customer

experience, Effective utilization of tools like RPA to automate Customer service process and process optimization.

Qualifications

1. Education

- GCE "O" Levels
- Degree holder, preferably in Finance, Accounting, Business or related discipline

2. Technical knowledge

- Good knowledge in MS Office software like Word & Excel
- Good in spoken and written English and other local dialects
- Good knowledge of Finance Contract Management ERP
- Good knowledge of hire purchase terms and processes

3. Competencies

- Good communication and interpersonal skills (ability to interact with all levels)
- Ability to quickly adapt to new culture and environment and to work with other departments
- Ability to multi-task
- Ability to handle stress
- Ability to work in a team as well as be independent
- Problem-solving skills
- Attention to detail
- Ability to meet deadlines
- Tactful

4. Work / Industry experience

- Minimum 3 years working experience.
- Minimum 2 years' experience in automotive finance industry or consumer banking

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Tasks

The job holder is responsible for:

- To support overall customer service for Mercedes-Benz Finance & Leasing Business
- Attend to customers' (salespersons, dealers, suppliers, end-customers) enquiries
- Timely provide high quality service and operation process to meet customers' expectation and continuously improve CSI result
- Fulfill customers' expectation and needs, i.e. assist in enquiries for new loans, modification of accounts, problem solving relating to account management and customer's complaints; early termination requests etc.
- Manage the matured accounts with outstanding overdue interest and monitor the waiver of overdue interests. Analyze and approve on refund of overpayment
- Prepare documents relating to modification of agreement; partial termination and capital repayment
- Attend to dealers, suppliers, salespeople enquiries
- Process Automation and Digitalization- Ensure higher level of digitalization for better customer experience, Effective utilization of tools like RPA to automate Customer service process and process optimization.

Timely answer and deal with Customer's requirement from different channel:

- Phone calls
- Online text (Line app)
- E-mail
- Tickets from COS system

Customer contract mature & early termination request operation

- Out-bound call for mature contract
- Provide quotation
- Document procedure and mailing
- Cash flow checking

Pure leasing car operation

- Maintenance and insurance fee
- Courtesy car management
- Vehicle maintenance
- Service vendor assignment, management, payment and auditing
- Vehicle renew procedure

Internal / External communication

- Communicate customer needs with relative department
- Cooperate with brand partner and service center to deal with customer complaint

Qualifications

1. Education

- GCE "O" Levels
- Degree holder, preferably in Finance, Accounting, Business or related discipline

2. Technical knowledge

- Good knowledge in MS Office software like Word & Excel
- Good spoken and written English and local dialects.
- Good knowledge of Finance Contract Management ERP
- Good knowledge of hire purchase terms and processes
- Basic Auto Finance and Leasing Knowledge

3. Competencies

- Good communication and interpersonal skills (ability to interact with all levels)
- Ability to quickly adapt to new culture and environment and to work with other departments
- Ability to multi-task
- Ability to handle stress
- Ability to work in a team as well as be independent
- Problem-solving skills
- Attention to detail
- Ability to meet deadlines
- Tactful

4. Work / Industry experience

- Minimum 3 years of working experience
- Minimum 2 years' experience for customer service center and operation in finance / banking industry

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