



Position

Database Support Specialist

Country

HCMC, Vietnam / Jakarta, Indonesia / Hyderabad, India

Company

FLOW is a one-stop, digital credit management company with the mission to promote ethical and responsible collection in Asia, through customer-centric operational processes integrated with artificial intelligence technologies.

We work with global banks, multi-financial institutions, and enterprise companies to recover millions effectively. We understand the challenges both our clients and consumers face when it comes to debt collection and provide support at every stage of the collection lifecycle.

Backed by DEG, SIG, and Integra Partners, FLOW is a leader in ethical, digital collections in Asia, disrupting a multibillion-dollar global industry in non-performing consumer loans. Headquartered in Singapore, we also have offices in the emerging markets of India, Indonesia, and Vietnam.

Description

At FLOW, we believe in developing and nurturing talents to be future leaders who care about the communities that we interact with and the people within. As such, we are always on the hunt for motivated and driven individuals to join us on this exciting journey. We are currently looking for a vibrant and fun-loving person to join our growing team as a Database Support Specialist.

1) Core Responsibilities

- Upload registers onto the database system on a daily basis and ensure the accuracy of the data,
- Update payments to clients' reports on a daily basis,
- Deactivate cases / phones upon requests,
- Cross check payment information on a monthly basis,
- Prepare data for portfolio performance overview and other ad-hoc operational analyses,
- Maintain daily communication with clients regarding the management of registers,
- Provide daily control of fulfilment, changing, and testing of communication strategy logic based on business requests,
- Manage changes in SMS templates and campaign rules,
- Work with waiver client programs (change eligibility for forgiveness for whole portfolio, fill amount to pay and amount to forgive with proper values according to logic described in attachment, update scripts and arguments, and prepare and test SMS dispatches),
- Test and check operational and collection-related reporting processes,
- Coordinate and liaise with the IT department regarding database related issues.

2) Qualifications & Skills

- Bachelor's degree in a technical or economical field,
- At least 1 year of relevant experience, preferably in collection companies, banks, financial organizations, or telecoms,

- Basic SQL knowledge is a must,
- Proficient in the English language (pre-intermediate / A2),
- Advanced knowledge of MS Office tools, Additional experience in integration and reporting solutions such as SSIS or SSRS will be a plus.

3) Salary & Benefits

You will get the opportunity to work in a dynamic start-up environment to grow and develop your skills.

- Competitive salary package,
- Annual leave and paid time-off,
- Training and development programs for continuous learning,
- Ability to make flexible work arrangements or conduct remote work,
- Company events and activities to meet colleagues from other countries,
- A meaningful career to better the lives of others,
- Opportunities to advance your career horizontally and vertically.

Our Values

We believe that our core values are essential for cultivating a cohesive and high-performing work environment in the company. More importantly, our values reflect our vision of the community that we are striving to foster.

- Ethics
 - *Understanding the importance of our communities through responsible decision-making and actions.*
- Integrity
 - *Being truthful, sincere, and free of deceit in our words, actions, and all business dealings.*
- Innovation
 - *Seeking and applying new ideas to ensure efficiency, quality, and the readiness to address current and future needs.*
- Teamwork
 - *Recognizing the significance and benefits of synergy resulting from a well-aligned and effective team.*
- Respect
 - *Maintaining respect for all people regardless of our status or background.*