

### **3. Senior Debt Recovery Officer (Grade 4A)**

#### **Scope of Responsibilities**

The successful candidate is responsible for contributing to and assisting other staff with the collection of arrears on non-performing loans in order to return accounts to performing or closed status. The individual will also assist with related clerical/administrative support in the Legal Department.

#### **Technical Responsibilities**

- Monthly reconciliation of accounts on all monitored queues and recording the number of active accounts per queue.
- Reviews the Collectors' reports for verification of activities and prepare Collectors' commission payment memos in keeping with collections
- Manages the reshuffling of accounts amongst Collectors as per policy to maximize collections.
- Prepares insurance claim memos and monitor insurance assessment queue.
- Meets with customers, receives enquiries by email, fax and telephone and responds by providing them with required information.
- Calculates outstanding balances and prepares numeric and demographic data for third party collectors and Litigation.
- Makes suitable and sustainable repayment arrangements for recommendation to the Manager regarding the settlement of customers' accounts.
- Dispatch letters to debtors advising that their accounts have been outsourced to Litigation or Bailiffs.
- Provides monthly updates to Collectors on the balances on accounts in their respective portfolios.
- Ensures that approved activities that carry a financial impact are updated on the clients' accounts and the necessary supporting documentation prepared.
- Updates the system with relevant information received from the bailiff, clients and other stakeholders.
- Provides account information and other support requested by the Debt Recovery Unit and the bailiffs.

#### **Qualifications and Experience**

- BSc. Degree in Accounting, Finance, Business Administration or Management Studies
- Three (3) years' collections/accounting experience of which one should be within a financial organization

#### **Specific Knowledge Required**

- Knowledge of
  - Supervisory principles and practices
  - collection practices, procedures and techniques
  - relevant sections of the Students' Loan Fund Act
  - computerized accounting information systems
  - document filing, storage and retrieval

- Knowledge of the Bureau's policies, regulations and practices
- Working knowledge of loan cycle and targeting criteria

### **Skills, Behaviours and Competencies Required**

- Ability to provide vision and direction for the Finance and Accounting team.
- Excellent financial management and forecasting skills.
- Proficiency in the use of accounting packages and other relevant computer software, including Microsoft Word, Excel, PowerPoint
- Excellent treasury management skills.
- Demonstrated capability to interface and maintain effective relationships with all departments.
- Excellent oral and written communication skills.
- Detail oriented with logical and methodological approach to problem solving and decision making.
- Ability to plan and schedule the work of others.
- High level of confidentiality and integrity
- Excellent negotiation skills.
- Excellent leadership, teambuilding and interpersonal skills
- Ability to multi-task and operate within a dynamic environment.
- Methodical, businesslike, meticulous, honest, self-assured and self-motivated

### **Remuneration Package**

- Basic Salary \$1,277,831.00 - \$1,429,655.00 p.a.

