

## **RECOVERIES OFFICER**

### **Requirements for appointment**

Diploma in Economics and statistics, commerce or finance

Holder of at least CPA II (KASNEB)

Be proficient in computers

At least 3 years' experience in a busy credit control/recoveries office

Strong analytical skills and attention to detail

Good business acumen for problem solving

Excellent interpersonal skills and communication skills

### **Duties and responsibilities**

1. Reporting to the Manager the job holder will ensure timely collection of payments from customers while maintaining a high level of customer retention.
2. Reconcile complex accounts that have been escalated from finance/customer care
3. Monitoring loan accounts to ensure a healthy loan book.
4. Improve and implement debt collection processes where loans have been defaulted.
5. Initiate appropriate control processes and innovation in collections and recoveries to ensure increased output and mitigation of high risk accounts.
6. Ensure effective escalation of loss accounts to legal to maximize on recovery targets.
7. Implement Credit Administration policies. I.e. exercise the enforcement process of recovering debts through constant calling, sending sms and letters.
8. Receiving payments (mostly in form of cheque) and ensure banking is done promptly to the correct accounts
9. Provide accurate & relevant information on loans to customers at all times
10. Promptly attend to customers' requests and queries either through call backs, faxing or mailing requested documents
11. Customer due diligence and account monitoring through timely issuance of demand letters and recommending problematic accounts for escalation
12. Manage and control all matters relating to delinquent accounts.
13. Provide feedback concerning customer payment behavior for an improved credit approval process. This is by regularly updating the incident report to facilitate resolution of customer issues and ensure customer satisfaction.
14. Minimizing customer complaints and provide requisite back up to colleagues and other Sacco staff especially in dealing with difficult customer disputes/queries.
15. Providing customer feedback and timely replies to various customer correspondences or escalating for speedy resolution.