

Job Specification - Collections Manager

Main Purpose of the Role

The Collections Manager will be responsible for overseeing and managing the entire collections process of the organisation, including the management of and reporting on both early and late stage collections to ensure accurate processing and collections of payments, within targeted and budgeted requirements.

Key Deliverables of the Collections Manager

The Collections Manager will be responsible for the following:

1. Ensure monthly collections remain at acceptable group level:
 - a. Payroll collections to be improved to and maintained above 95%.
 - b. Second-tier debit order platform collections to be improved to levels above 80% on a consistent basis.
 - c. Strive to improve arrears to levels at or below targeted levels.
 - d. Strive to improve provision levels at or below targeted levels.
 - e. Ensure the correct collections strategies and campaigns for early and late stage collections are implemented to maintain loan book provisions at the agreed rate.
 - f. Ensure failed collections are analysed and categorised timeously and appropriate actions to collect is put in place and followed through by the collections team.
 - g. Sourcing, contracting and supervising all internal and external collections partners, such as credit bureaus, external collections agents and trace partners, as well as legal partners.
 - h. Ensuring that all uncollectable debt is appropriately motivated and timeously written off after all efforts to collect outstanding amounts has failed.
 - i. Support the Chief Executive Officer, Regional Collections Manager and Head of Credit & Risk in interpreting failed collection and arrears information and in the implementation of corrective actions to recover losses and prevent future occurrences.
 - j. Adhere to all company and collections Standard Operating Procedures (“SOP’s”).
 2. Relationship management:
 - a. Ensure that sound relationships are created and maintained with key staff and management at the payrolls of all ministries, counties and private entities, which the Company deals with, as well as with external service providers.
 - b. Ensure that the names, contact numbers and details of all interactions are documented, indexed and preserved.
 - c. Ensure that relationships are structured to ensure that there is a high level of redundancy (back up) through ensuring that the relationships exist across a broad set of Company staff members.
 3. Arrears category management:
 - a. Ensure that all categories of arrears are equitably and timeously monitored, managed and reported on, and that the data, process and results are well documented, indexed and preserved.
 4. Reporting:
 - a. Ensure that all relevant performance and management data is timeously and accurately collected, collated, analysed and disseminated.
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- b. Compile the daily, weekly, monthly and ad-hoc collections reports to be presented during the monthly Exco and other forums.
 - c. Prepare reports and presentations as required by Executive Management and other stakeholders.
 - d. Ensure the availability of timeous, accurate and correctly presented information to support business decision making.
5. Management of Collections' staff:
 - a. Provide leadership, guidance and training to develop personnel and ensure the transference of skills and efficient achievement of goals and objectives.
 - b. Ensure that all collections staff receive regular, documented coaching sessions.
 - c. Ensure that all collections staff are adequately trained and skilled to ensure quality collection strategies and client service.
 - d. Ensure that each staff member is monitored and managed daily against an agreed upon set of measures, and that the process and results are well documented, indexed and preserved.
 6. Maintain fluency in product knowledge, the loans management system and collections procedures necessary to carry out collections processes and conducting client interviews.
 7. Recommend strategies for improving operations of the department.

Reporting Line

The Collections Manager will report to the Chief Executive Officer, with an operational reporting function to the Regional Collections Manager.

The Candidate

We seek the following in our desired candidate:

Qualification Requirement

1. A relevant tertiary qualification (such as a B Com or B Com Law Degree) is required.
2. Preference will be given to candidates with applicable certificates in Collections and Credit Management.

Experience / Background Preference

1. The company will only consider candidates who have no less than 10 years relevant, working experience in a similar role.
2. Candidates should have at least 5 years Collections experience of which at least 2 should have been in a senior supervisory or managerial level role.
3. Government payroll and/or other payroll loan collections experience is essential.
4. Microlending or related financial services experience is essential.
5. Knowledge of Lesotho laws relating to financial services, particularly with regard to Microlending, is essential.
6. The successful candidate will understand the legal and compliance aspects relating to collections.
7. A good command of English, both written and verbal is a requirement of the job.

Key Competencies

The successful candidate will need to demonstrate the following ability:

1. Self-assurance and a confident manner.
2. Excellent interpersonal and communication skills, both verbal and written.
3. The maturity required to interact with Government and/or the Central Bank or retail banks to obtain the correct results.
4. Proven people management and leadership skills, preferably with people from different cultures and countries.

5. Strong analytical skills, with the ability to assess complex situations and use creativity to solve problems.
6. A self-starter/change driver who shows initiative, displays enthusiasm and assumes responsibility for projects.
7. Ability to prioritise and handle multiple tasks within strict time frames within a fast-paced environment.
8. Willingness to meet opposition and resistance to ideas, and pressurise others when deadlines have to be met.
9. Strict attention to detail.
10. Ability to be logical, systematic and precise.
11. High energy levels.
12. A friendly approach and the ability to influence and persuade others.
13. The ability to build strong relationships with team members, company management and clients.

Location

The position is based at our Maseru office located at 4th Floor, Block C, LNDC Building, Kingsway.

Please forward applications to careers@lesana.co.ls

If you do not hear from us within two weeks, please consider your application for this particular vacancy unsuccessful. In this instance, please be assured that we shall retain your application and will be in touch should a suitable opportunity arise in the future.