

Job Specification - Regional Collections Officer
(Central Region)

Key Deliverables of the Regional Collections Officer

1. Systematically and aggressively follow-up current, non-performing and unsatisfactory accounts to reduce exposure and maintain loss experience to a minimum.
2. Review delinquent account records to determine which customers must be contacted for collection of overdue accounts.
3. Manage account receivables in the region and all related functions, renegotiate account receivables balances and improve client retention rates.
4. Identify problem accounts and negotiate payment programs with delinquent customers.
5. Maintain direct responsibility for building and maintaining relationships with Payroll and Finance staff within the region to enhance collection efforts.
6. Supervise the collections and payments processes at County level including following up all outstanding employer payments.
7. Maintain responsibility for the regional daily payroll deduction uploads.
8. Ensure the availability of timely, accurate and correctly presented information to support business decision making.
9. Liaise with government payroll officers to help identify and follow up on payroll signing for effective recovery of loans disbursed.
10. Do daily follow-ups with employers in the region regarding the approval and upload of completed deals on the single code collection system.
11. Collect on delinquent customers and ensure they pay their debt by expected due date.
12. Skip tracing accounts for those customers whose contact details are incorrect and that cannot be found and update the new contacts found.
13. Ensure that management is informed immediately of any challenges, system problems or customer difficulties that may be experienced in Credit & Collections on a daily basis.

Reporting Structure

The Regional Collections Officer will report to the Collections Manager.

The Candidate

We seek the following in our desired candidate:

Qualification Requirement

A relevant tertiary qualification is essential.

Experience / Background Preference

1. The company will only look at candidates who have no less than THREE years related work experience in a collections environment.
 2. Previous experience within the financial services is essential.
 3. Previous experience within the Microfinance sector will be advantageous.
 4. Previous collections experience is essential.
 5. Sound understanding of processes within cost centres and government ministries is essential.
 6. Proven ability to develop sound relationships with the cost centre personnel.
 7. Knowledge of credit cycle management is essential.
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8. Applicants, who have experience in doing business with Government and the UCLA process, will be given preference.
9. Knowledge and understanding of how to deal with defaulters is essential.
10. A strong command of English, both written and verbal is a requirement of the role.
11. A high level of computer literacy is required.
12. Candidates must be in possession of a valid, clean drivers' licence.

Key Competencies

The successful candidate will need to demonstrate the following:

1. A self-starter who is performance driven and is able to handle the responsibilities associated with the position, with honesty and integrity.
2. A team player who is approachable and receptive to ideas/feedback from others.
3. Ability to work with minimum supervision.
4. Ability to communicate clearly both verbally and in writing.
5. A logical thinker who has a clear, focused and methodical approach to work.
6. Results orientated - strongly motivated to achieve results, adhere to deadlines.
7. Assertive - able to handle conflict, stand by principles and put forward ideas despite opposition.
8. Tough- minded, rarely upset by criticism and able to retain optimism despite setbacks.
9. Must have strong customer service skills.
10. Must be able to work flexible hours.

Location

The position is based at our Central Region office located at Western Wing, Second Floor, Social Security House, Jinja Road, Kampala.

Compensation

An annual cost to company remuneration package, which will be commensurate with the technical skills and experience of the successful candidate.

Please forward applications to Joan Irungu: irunguj@afs.co.ug

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.