

Job Specification - Collections Consultant

Key Performance Indicators

1. Actively launch, monitor and action all activities within your individual work queue and within the set timescales.
2. Action all accounts in the allocated portfolio effectively, and achieve the collections targets per portfolio as provided from time to time, through the following:
 - i. Effectively carrying out the daily activity and conversion rate management principle.
 - ii. Strict compliance with all collections Standard Operating Procedures (“SOP’s”) and agreed workflow practices and principles.
3. Portfolios to be included, actioned and measured include the following: pre-default clients i.e. by-product arrears; First Instalment Defaulters (“FID’s”); First Time Defaulters (“FTD’s”); Repeat Offenders (“RO’s”), as well as late stage collection accounts.
4. Production measurements will include:
 - i. Overall reduction in provisions.
 - ii. Arrears accounts Cure Rates, Contact Rates, Promise to Pay (“PTP”) Rates and PTP Conversion Rates as per daily targets.
 - iii. Arrears bucket roll rates, both forward and backward.
 - iv. Rate of handover to Internal Trace and legal.
 - v. Rate of write off.
5. Perform calling and visitation functions as provided and in accordance with SOP’s.
6. Verify payment information and update details.
7. Ensure completion of related client queries.
8. Ensure that accurate records are maintained in the relevant systems.
9. Comply and adhere to all Collections Policies, Service Level Agreement (“SLA”) processes and SOP’s.
10. Assist all walk-in clients and incoming callers regarding arrears in a professional manner.
11. Comply with statutory and regulatory requirements.
12. Provide timely and accurate reporting on all work done.

The Candidate

We seek the following in our desired candidate:

Qualification Requirement

1. A relevant tertiary qualification (such as a B Com or Financial Diploma) is essential.
2. Preference will also be given to candidates with applicable certificates in Finance and Credit Management.

Experience / Background Preference

1. The company will only look at candidates who have extensive experience in a collections environment, in a financial services institution in Lesotho.
 2. Sound understanding of processes within cost centres and government ministries is essential.
 3. Proven ability to develop sound relationships with the cost centre personnel.
 4. Knowledge of credit cycle management is essential.
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5. Applicants, who have experience in doing business with Government Ministries and parastatals, will be given preference.
6. Knowledge and understanding of how to deal with defaulters is essential.
7. Must be highly computer literate.
8. Must be in possession of a valid, clean drivers licence.
9. A strong 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. 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 Lesotho office located at Unit 3, Alliance Park, 4 Bowker Road, Maseru, Lesotho.

By nature of this position, travelling will be required and as such a valid driver's license is a requirement for this position.

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 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.