

## **Job Specification - Collections Supervisor**

### **Main Purpose of the Role**

The main purpose of the role will include the following:

1. Supervise and oversee the daily activities of the early and pre-legal stage in-country collections team to ensure the accurate processing and collections of payments within targeted and budgeted requirements.
2. Provide guidance and information to the in-country collections team to improve their collections success, including the in-country late-stage collections team to ensure the Standard Operating Procedure (“SOP”) is followed when internal and external trace is done.
3. Compile daily, weekly and monthly reports to meet reporting requirements and ensure the availability of timely, accurate and correctly presented information to support business decision making.

### **Key Performance Indicators (“KPIs”)**

1. Manage the entire first line collections function by interacting with and collecting payments from cost centres (Private and Ministries).
2. Supervise the collections team in achieving their, and the collections division’s, KPIs in line with set collection rates and client service requirement.
3. Maintain comprehensive and accurate records of all collections actions taken and keep such records in the appropriate format and on the appropriate systems.
4. Ensure failed collections are analysed and categorised on a timely basis and that appropriate actions are taken and followed through by the local collections team.
5. Work closely with the Collections Manager through regular interaction and reporting to meet company requirements.
6. Build and manage relationships with key Government Officials within key Ministries, as well as within the Accountant General’s Office and with key Parastatal and Private Human Resource Departments.
7. Provide back-up services to the Payment Solutions Team.

### **Reporting Line**

The Collections Supervisor will report to the Collections Manager.

### **The Candidate**

We seek the following in our desired candidate:

#### ***Qualification Requirement***

1. A relevant tertiary qualification is essential.
2. Preference will be given to candidates with applicable certificates in Finance, Collections 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 cost centre personnel is essential.
4. Knowledge of credit cycle management is essential.

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. 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 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 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](mailto:careers@lesana.co.ls) . Closing date for applications is Thursday 18<sup>th</sup> June 2026.

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.