

## **JOB ADVERTISEMENT**

**Position:** Assistant Manager  
**Department:** Business Remedial Support  
**Job Grade:** Band 4  
**Position Location:** Head Office  
**No. of Vacancies:** 1  
**Closing Date:** 22<sup>nd</sup> December, 2017

### **Purpose of the role:**

Ensuring profitability of asset products and quality of the loan portfolio by collecting the delinquent receivables efficiently and effectively.

### **Key Responsibilities:**

#### **Collection and Recoveries**

- Aggressive follow up on delinquent accounts and ensuring a minimum 20% forward flow rate
- Issue repossession orders
- Promptly identify existing current accounts for delinquent accounts and collect of any existing credits
- Escalation of any special cases on a timely basis to ADR committee or Legal for further remedial measures.
- Receiving payments and ensure banking is
- Track and document early detection of problem accounts
- Conducting customer visits for Problematic facilities and recommending appropriate remedial measures for the facilities.
- Ensure that all restructured accounts are properly signed as per DRP Strategy. Manager sign off required
- Maintain a portfolio of all restructured retail facilities for tracking and effective management of rescheduled portfolio.

#### **Memorandum Management**

- Ensure seamless process in the outsourcing of memorandum accounts
- Follow up of outsourced Memorandum accounts
- Ensure timely and accurate preparation and submission of reconciliation reports

#### **SERVICE DELIVERY**

- Manage and control all matters relating to delinquent accounts.
- Conducting a comprehensive check on NLS
- Manage and control all matters relating to delinquency
- Ensure all customer complaints are closed within the reporting period
- Giving customer feedback on time.

### ***Academic Qualifications:***

- A University degree (Holders of a Business related degree)

### ***Professional Qualifications:***

- Qualifications in Credit Management/Remedial Management will be a definite advantage.

### ***Work Experience:***

- 3 years' experience in banking operations
- Excellent people management skills
- Versatility, flexibility, passion and commitment to quality service delivery.

**Skills Required:*****Technical skills***

- *Knowledge of Business Environment:* Must understand local and global dynamics of the business environments facing customers.
- *Customer Service Skills:* should be able to exercise high level of customer care and service.
- *Technology Skills:* Computer literate with proficiency in MS office and graphic applications.

***Personal attributes***

- *Performance Oriented:* appreciates being measured and applying maximum professionalism in providing customer service.
- *Personal Ethics:* Must be honest, fair and just with self and others, and demonstrates integrity in work and business contacts.
- *Decisive and Independent:* Ability to operate on own, consult and clarify where necessary and make informed decisions.
- *Interpersonal Skills:* Must be a people's person with ability to interact with both internal and external customers
- *Negotiation Skills:* Must be a hard negotiator, with excellent convincing approaches especially with customers whose accounts are in arrears.
- *Communication Skills:* Excellent written and verbal communication skills.
- *Human Resources Management Skills:* Staff supervisory skills and ability to train and develop staff

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**How to apply:**

Interested and qualified candidates should send their applications and updated CV to **hr\_recruit@nicgroup.com**, clearly indicating the role applied for on the subject bar not later than the date indicated above.