



Job Description

JOB TITLE	Recoveries Officer
LEVEL/BAND	TC12/14
DEPARTMENT	Risk
DIRECT REPORT (JOB TITLE)	Recoveries Manager

Overall Purpose of the Position

Assisting the Recoveries Manager and Senior Recoveries Officer to ensure the efficient and effective day-to-day management of the Bank's Recoveries Unit and its portfolio, assisting in the recovery of bad and doubtful debts.

Operational Responsibilities

- Responsible for the attainment of goals and objectives within the set timeframes, including the fulfilment of tasks as delegated by the Manager and Senior Recoveries Officer.
- Participates in and coordinates meetings with problematic customers to establish the cause/s of default, recommending acceptable settlement arrangements for approval by Recoveries Manager, whilst endeavouring to take additional collateral to safeguard the Bank's interest and contain losses to minimum levels possible.
- Preparing the necessary documentation and liaising with Bank's internal and external legal advisors to initiate and follow up the Legal Action undertaken, should this route be the only option left to recover the Bank's monies or part thereof through liquidation of security against court judgement.
- Responsible to effectively monitor and record the progress of the assigned Bank's Classified Debts portfolio, to maintain credit and other inherent risks within acceptable levels.
- To assist the Manager and Senior Recoveries Officer in coordinating with ITSD, the necessary upgrades/enhancements/new development of internal applications/interfaces and regulatory reporting, and their implementation in the LIVE environment, to improve the Unit's overall internal processes, monitoring and control functions.
- To sit on committees and attend meetings, taking minutes when required.

General Responsibilities

- To submit any reports and/or participate in any projects and activities as may be directed from time to time.
- To ensure compliance with Bank's policies, guidelines and underlying procedures at all times.
- To perform standard office tasks including processing mail, answering phone calls, ordering supplies and filing.
- To attend training as requested by the Bank.
- To perform any other duties that may be reasonably assigned.

Qualifications, Skills & Competencies

	SKILL	EXPERIENCE	QUALIFICATION
MANDATORY	<p>Customer driven with strong focus on quality of service.</p> <p>Have good verbal and written communications skills.</p> <p>Be reliable, organised, meticulous and prepared to work under pressure.</p> <p>Be a team player while still being able to work independently when needed.</p> <p>Committed to self-development and enjoy working in a dynamic environment</p>	<p>A minimum of one years' experience of working in an Advances/Credit Control environment</p>	
DESIRABLE			<p>Ideally possess or is in the process of obtaining a professional qualification in a relevant area such as banking, finance or related field.</p>