

## **JOB DESCRIPTION FOR RECOVERY OFFICER**

<b>Position</b>	<b>Recovery Officer</b>
<b>Department</b>	Recovery Department
<b>Grade/Level</b>	
<b>Direct Report To</b>	Manager Recovery.
<b>Indirect Report To</b>	Head of Recovery
<b>Responsible For</b>	N/A

### **Main Purpose of the Job**

Collect and take action on allocated substandard, doubtful, loss, and written-off accounts to maximize recovery.

### **Duties and Responsibilities**

1. Monitor all accounts allocated on a daily basis and take appropriate actions all geared to securing full recovery through application of the laid down recovery procedures and processes/regulations within pre-determined guidelines
2. Negotiate with Debtors and ensure that they repay the bad debts but at a lowest cost to the Bank.
3. Perform skip tracing activities involving looking for debtors whose whereabouts are unknown
4. Carry out periodical visits to delinquent customer's securities and advise your line manager on the condition of the security
5. Recommend accounts within own portfolio for, repossession, investigation, closure, write off, outsource and any further remedies to the line manager in line with recovery procedures.
6. Ensure that the institution's recovery agents give proper attention to the recovery of bad debts.
7. Liaise with Branches and ensure timely service of demand and default notices.
8. Maintain and ensure proper documentation of any issues and actions relating to customers within own portfolio like demand notices, memos etc. are filed such that the department has a satisfactory audit report.
9. Prepare weekly and monthly recovery reports, and any other reports as may be required by the business from time to time to provide updates about recovery issues.
10. Comply with AML/CFT/CPF policies and procedures, non-compliance of which shall be addressed as per the bank disciplinary processes.
11. Mobilise deposit accounts
12. Perform any other work related duties that you may be assigned from time to time.

## **Person Specifications**

### **Qualifications**

- Bachelor's Degree in a business-related field such as Business Administration, Commerce, Accounting, Finance, Economics and Statistics
- Understanding of the financial services sector, legal framework, Bank Policies and Procedures.
- Knowledge of MS Office tools (Excel, Word, Project and PowerPoint)
- Understanding of Bank products and services and knowledge of the banking operation issues in Uganda.
- Proactive and quick response to customers and employees' queries;
- Excellent interpersonal skills;
- Fluent in the English Language and any other local language preferably Luganda particularly for explanatory purposes to Bank customers who do not understand the English Language.

### **Experience**

- Minimum of 1 years' experience in Credit Operations.
- Good knowledge of general norms of good lending and credit risk assessment
- Prior experience dealing with debtors

### **Behavioral competencies**

- Negotiation skills
- Ability to work under pressure and overtime
- Team work oriented and willingness to guide and train others
- Demonstrated a high level of integrity
- Customer oriented
- Communication and presentation skills
- Conflict resolution
- Decisiveness
- Must be fluent in English

### **Authority Level and Decision Making:**

In making day to day decisions the jobholder will consult with the Manager Recovery / Head of Recovery to make a well informed decision.