



JOB TITLE: Collections & Recoveries Officers

Head Office NBC

R-15936979

Deadline: 30th August 2022

Job Summary

To deliver administrative services through negotiate with customers over telephone and physically to obtain the customer promise to pay and follow up on the payments & ensure the debts are being recovered in full.

Job Description

- To contribute positively to the achievement of departmental goals by contacting customers who have either defaulted on payment or exceeded their credit limit via telephone to negotiate of the debt and return the account to an in-order position. (all customer telecommunication should be done and updated on the system).
- Demonstrating commitment to constantly improve negotiation skills by being receptive to feedback and focusing on win-win solutions.
- Ensure that quality call standards are consistently met and recorded.
- Work with customers to negotiate repayment terms to achieve the best outcome for the Bank and the customer on accounts in delinquent.
- Acknowledge and resolve customer complaints at the first point of contact where possible in accordance with company policy to prevent complaints from escalating.
- Liase with other areas of the business and external third parties, where necessary with the aim of resolving customer queries and complaints.
- Proactively identify non-value adding tasks in order to drive a culture of change to improve the business
- Undertake non-telephony activities when required to support the business
- Proactively identify fraudulent accounts to reduce losses to the Bank
- Work with customers to resolve potentially complex financial and/or emotional situations in order to minimize the cases referred to Team Leaders and maximise the revenue for the Bank

Qualifications

Administration (Meets some of the requirements and would need further development),
Customer Excellence - Service Delivery (Meets all of the requirements), Digital familiarity
(Meets some of the requirements and would need further development), Enabling team
success (Meets some of the requirements and would need further development),
Experience in a similar environment, Further Education and Training Certificate (FETC) -
Office Administration, Openness to change (Meets some of the requirements and would
need further development),
Planning and organising (Meets all of the requirements)

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