



JOB DESCRIPTION

EAST AFRICA FOODS

Job Title:	Credit Collection Officer	No. of Subordinates:	1
Location:	Dar es salaam - Tanzania	No of direct reports:	2
Department:	Accounts and Finance	Incumbent name:	
Direct Supervisor:	Branch Manager	Incumbent signature & date:	
Indirect Supervisor:	Assistant Finance Manager	Direct Supervisor's signature & date:	
Job level:	Experienced	Indirect Supervisor's signature & date:	

MINIMUM REQUIREMENTS

EDUCATION:	Degree/Diploma in Accounts, Finance or related field
WORK EXPERIENCE:	One year+ experience in Credit Collection or related field
LANGUAGE:	Fluent in Kiswahili and English

1. About the company:

East Africa Foods is a food-tech company focusing on efficient distribution of foods from farm to market. It has an extensive operations and logistics team that works around the clock to achieve the highest distribution efficiency in the industry.

Be a part of something big East Africa Foods Ltd. is growing and now is your chance to join a company where you will have influence! We are a lean company who asks a lot of its talented workforce and in return give you the opportunity to be part of a major player in the food-tech and distribution space.

2. Job Summary:

The Credit Collection Officer is responsible for the collection of credits and compliance of the established internal credit policy on behalf of the company's branch office. This includes collection, clearing and consolidating of credits. The Credit Collection Officer also plays a key role in ensuring compliance with accounting standards and regulations.

3. Job Scope:

Primary focus - Formal Channel (Rice and HORECA)
Secondary focus - Informal trade (potato and banana team)

4. Duties and Responsibilities:

- Reviewing the branch debtor list.
- Report on SRs with most credit issues. Also, liability patterns and risky employees.



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- Contacting customers and informing them of their overdue bills.
- Advising customers on their payment options and suggesting methods of payments.
- Negotiating suitable payment plans.
- Maintaining customer payment records.
- Preparing customer invoices, bills and credit balance records.
- Writing final notice warnings to customers when payments are not being made.
- Instituting legal action when customers fail to pay their debt.
- Align with company lawyers to help in legal advice that can facilitate payments.
- Responding to customer queries.
- Keep proper record of client details; contacts, locations, point of contact etc.
- Initiate a credit qualification and initiation policy.
- Initiate and oversee internal credit limit policies.
- Analysis and data on liability/credit trends for clients.
- Perform other duties as assigned.

5. Educational and Experience Requirements:

- Bachelor Degree or Diploma in accounting/Finance or related field
- Minimum experience of one (1) year in credit collection.
- An excellent written and oral command in Kiswahili and English
- Knowledge of general accounting principals
- Knowledge of general credit management and collection principals
- Proficient in relevant computer software
- Knowledge of regulatory standards and compliance requirements
- 2+ years in Finance/Accounting or related field experience

6. Working Conditions:

- Working station is Dar es salaam – Tanzania
- The Credit Collection Officer will be required to work as per East Africa Foods Ltd working conditions in terms of working hours and days and when necessary, employee may be required to work beyond working hours

7. Knowledge, Skills and Abilities or Required Competencies:

- Deadline-oriented and an ability to stick to time constraints
- Ability to communicate and interact well with people of different educational, cultural and socio-economic backgrounds
- Must be: organized, disciplined, and detail oriented
- Strong relational skills and financial management experience
- Aptitude for numbers and quantitative skills
- Ability to work independently, unsupervised
- Ability to give direction and provide assistance to others

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