

JOB DESCRIPTION

Recoveries Officer



Purpose

The Recoveries Officer is a role within the Credit Solutions team. The role has the following core functions:

1. Responsible for all follow ups and collection of all delinquent loans for both Government & Private sectors within a set portfolio
2. Monitors repayment arrangements.
3. Commence and correct deductions for those who changed PVA or deduction amounts.
4. Ensure strict compliance to FinCorp's service standards, maintaining FinCorp's corporate values, culture and principles.
5. Ensure a high standard of public relations for FinCorp is achieved in the local area.

Role Dimensions

Reports to: Manager - Credit Solutions
Department: Credit Solutions
Job Level: O3
Location: Head Office, Port Moresby
Direct Reports:

Person Specifications

- Formal tertiary qualification in Finance/Banking/Business is preferred.
- A good working knowledge of Finance and contemporary Banking practices and procedures.
- Demonstrated and proven recoveries experience within the financial service industry.
- Strong knowledge in Collections, Recoveries and Account Management.
- Proven ability to explain calculations in a straightforward and helpful manner.
- Articulate oral and written communication skills including the ability to collate information and write concise reports.
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- Exposure to Banking/Financial software packages is desirable.
- Competent in the use of computer software such as Microsoft Applications.

Core Competencies

- Professional with strong integrity.
- Ability to maintain confidentiality at all times.
- Customer service focus and quality orientated.
- Level-headed, high resilience and calm under pressure.
- Excellent interpersonal skills and interpersonal sensitivity.
- Well organised with the ability to prioritise, manage time and demonstrate problem-solving capabilities.
- Excellent accuracy and attention to detail, especially when working with numbers.
- Understanding of relevant regulatory environment.
- Ability to work as part of an effective team.

Leadership Competencies

- Aptitude to lead by example, be self motivated to achieve targets whilst remaining empathetic and professional.
- Ability to set priorities and delegate as appropriate.
- Guide and influence others, including those that are not direct reports, managing upwards as necessary.

Role Specific Areas of Responsibility

Collections	<ul style="list-style-type: none">• Achieve collection targets.• Monitor repayment arrangements every fortnight.• Prepare schedules of customers with no collections for the last fortnight.• Raise or commence deductions of customers who changed or stopped the deductions in coordination with the Branch Manager.• Strictly comply with the Credit Solutions Department Manual & Collections guidelines.• Visit payroll officers and issue default listings as necessary.• Visit account holders and issue reminder notices/letters of demand as required.• Monitor suspended teachers for inclusion back on payroll.• Prepare the ALCO reports on the Education Department.• Responsible for carrying out collection tasks as delegated by the Manager – Credit Solutions, Manager Recoveries or Head of Credit Solutions.
Administration & Teamwork	<ul style="list-style-type: none">• Ensure the customer log files in FinPower are regularly updated and maintained.• Ensure the regular update and maintenance of terminated clients and clients with wrong file numbers on the computer database.• Participate in and contribute to the functioning of the team with respect.• Provide feedback aiming to improve cooperation and achieve satisfaction.• Establish and maintain effective working relationships with other staff.• Maintain a high standard of integrity and work ethic including the economical utilisation of FinCorp's equipment and consumables.• Provide pragmatic and logical ideas to improve the Credit Solutions department administration and processes.• Ensure that I.T. usage is maximised and that paper-based usage is minimised.• It is the responsibility of each employee of FinCorp, as well as relevant adjunct business partners, to adhere to the ISMS Policy.