

Collection Officer

(Junior, Senior and Commercial Account positions available)

Job Summary

The Collection Officer is accountable for collecting the maximum amount of overdue funds from consumers, which may include a variety of phone etiquette techniques, legal claims, and the selective use of outside collection services.

Duties and Responsibilities

- Performs strategic collection techniques to maximize payments received while adhering to compliance standards.
- Conducts thorough follow up calls to establish rapport and maintain contact with the debtor to avoid further stages of arrears.
- Assist with rehabilitating accounts, providing counselling informing debtors of further arrears consequences.
- Makes sound decisions on accepting, rejecting or offering amended payment terms and settlements while conforming to Bank policies and procedures.

Skills and Qualifications

Communications Skills (listening, verbal, written), Details oriented skills, Analytical/Research Skills, Flexibility, Adaptability and Interpersonal Abilities.

Minimum Requirements

Junior Collection Officer (entry level) – call centre experienced preferred

Senior Collection Officer -3+ years of collections experience and have experience with an automated telephone dialing system.

Commercial Collection Officer – 3+ years collection experience, preferably with at least 1-year experience handling commercial debt.