

Job: Collection Officer - Kakuma Branch

Position: Collection Officer

Branch: Kakuma Branch

Department: Collections

Reports To: Credit Manager

Location: Kakuma, Turkana County

Job Summary:

The Collection Officer at Kakuma Branch of Kenya Bankers plays a crucial role in managing delinquent loan accounts, negotiating repayment plans, and ensuring the timely collection of outstanding balances. This position is responsible for preserving the quality of the loan portfolio while maintaining positive member relationships.

Key Responsibilities:

Loan Collections:

1. **Delinquency Management:** Identify and contact members with outstanding loan balances to remind them of their repayment obligations.
2. **Repayment Negotiation:** Arrange and negotiate repayment plans for delinquent accounts while adhering to Sacco policies and regulations.
3. **Follow-Up:** Conduct regular follow-ups on delinquent accounts, addressing member inquiries and concerns regarding repayment terms.

Member Education:

4. **Financial Counseling:** Provide guidance and support to members facing financial difficulties, helping them understand their repayment options.
5. **Loan Restructuring:** Suggest loan restructuring or refinancing options to members in need of more manageable terms.

Records and Documentation:

6. **Documentation:** Maintain organized and up-to-date records of all collection activities, including member interactions, repayment agreements, and payment receipts.
7. **Data Entry:** Accurately enter and update member information and account details in the Sacco's database.

Compliance and Reporting:

8. **Policy Adherence:** Ensure that all collection processes align with Sacco policies, regulatory requirements, and industry best practices.
9. **Reporting:** Prepare and submit regular reports on collection efforts and performance to the Credit Manager.

Qualifications and Skills:

- High school diploma or equivalent. A degree in finance or a related field is a plus.
- Previous experience in a collection or credit-related role is preferred.
- Strong communication and negotiation skills.
- Understanding of Sacco collection practices, loan restructuring, and financial counseling.

- Proficiency in using computers and financial software.
- Detail-oriented with a commitment to accuracy in record-keeping.
- Knowledge of local market conditions and member needs.
- Fluency in Kiswahili, Arabic, French will be an added advantage.
- Understanding of Islamic finance and Islamic banking principles will be an added advantage.

Working Conditions:

- The job is typically performed in an office environment within Kakuma Branch.
- Requires making outbound calls to members, as well as conducting in-person meetings for collections when necessary.

Closing Date - 31/10/2023

Send cv and application letter to hr@kenyabankers.coop. The subject should be the job role