

Job: Credit Officer, Kakuma Branch

Position: Credit Officer

Department: Credit and Collections

Reports To: Branch Manager

Location: Kakuma Branch, Turkana County

Job Summary:

The Credit Officer plays a pivotal role in the management and oversight of loan origination and collections activities within the branch or department. This position is responsible for maintaining a balanced loan portfolio, overseeing the work of Loan Officers and Collection Officers, and ensuring compliance with Sacco policies and regulatory guidelines.

Key Responsibilities:

Credit Management:

1. **Portfolio Quality:** Oversee the quality of the loan portfolio, ensuring a healthy balance between risk and profitability.
2. **Risk Assessment:** Review and assess the creditworthiness of loan applicants, making recommendations for loan approvals or declines.
3. **Policy Adherence:** Ensure that all loan origination and collection processes align with Sacco lending policies, regulatory requirements, and industry best practices.

Team Management:

4. **Staff Supervision:** Provide leadership and guidance to Loan Officers and Collection Officers, including training, development, and performance evaluations.
5. **Performance Appraisals:** Conduct performance evaluations for credit team members, offering feedback and coaching as needed.
6. **Workload Management:** Assign and prioritize tasks and responsibilities within the credit department, optimizing operational efficiency.

Loan Approvals and Collections:

7. **Approval Rate:** Monitor and maintain an appropriate approval rate for loan applications, considering both member needs and risk.
8. **Collection Efficiency:** Oversee the delinquency resolution process, including the negotiation of repayment plans for delinquent accounts.
9. **Member Education:** Promote financial literacy among members, ensuring they understand loan terms, repayment obligations, and the importance of timely repayments.

Compliance and Reporting:

10. **Regulatory Compliance:** Ensure full compliance with all relevant regulations, including anti-money laundering (AML) and know-your-customer (KYC) requirements.

11. **Documentation and Reporting:** Maintain accurate and organized records of loan origination and collection activities. Prepare and submit regular reports on credit department performance.

Operational Efficiency:

12. **Operational Processes:** Continuously review and improve operational processes to optimize efficiency and enhance the member experience.

Qualifications and Skills:

- Bachelor's degree in finance, business, or a related field is preferred.
- Previous experience in credit management, including risk assessment, staff supervision, and loan approval.
- Strong leadership, communication, and interpersonal skills.
- Knowledge of lending practices, financial regulations, and best practices.
- Attention to detail and accuracy in record-keeping.
- Proficiency in using computers and financial software.
- High ethical standards, integrity, and commitment to security and compliance.

Working Conditions:

- The job is typically performed in an office environment but may require travel for meetings or assessments.
- May involve standing and other physical tasks related to loan collections.

Closing Date - 31/10/2023

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