

## TERMS OF REFERENCE (TOR)

**Post:** Intern  
**No of Vacancies:** 02  
**Department:** Finance Department  
**Reporting to:** Deputy Manager – Recovery

### Key Tasks, Responsibilities, and Deliverables:

- Assist in monitoring repayment of loan facilities.
- Attend emails, customer queries, and phone calls promptly and professionally.
- Maintain accurate records of communications with customers.
- Handle and resolve customer complaints.
- Identify and escalate priority issues.
- Assist in preparing and issuing monthly reminders, SMS, emails, and letters to all customers in relation to recovery proceedings.
- Assist in the preparation of legal documentation required for case filings.
- Assist in preparing reports as per regulatory requirements and recovery policy/ procedures.
- Assist with day-to-day operations of recovery.
- Undertake other miscellaneous tasks assigned by the Supervisor/Manager.

### Minimum Qualification required:

- O' Level / A' Level Graduates who are seeking a career path in a relevant field.

### Other Competencies required:

- Strong analytical, problem-solving, and decision-making skills.
- Excellent interpersonal and communication skills.
- Ability to assess and communicate issues clearly.
- Attention to detail.
- Strong time management skills.
- Ability to work under pressure.

### Remuneration:

- MVR 250 per working day attended.

### Working Hours:

- The selected applicant will be required to work from 0900 to 1500 on weekdays.

### Documents required with the job application:

- Complete and up-to-date Curriculum Vitae (CV).

- Copy of National Identity Card.
- Copies of academic certificates with transcripts. (**International certificates must be accredited by MQA**).
- Reference letters from current/ previous employers certifying type of employment, job roles, and service period (optional).
- Recommendation letters from previous supervisors or employers (optional).

### **How to Apply:**

- Required documents should be submitted using the link: <https://sdfcmv.aidaform.com/job-application-form-intern-recovery> before **29<sup>th</sup> May 2023, 14:00 hours**.

### **Important notes to applicants:**

- Incomplete applications will be rejected without further notice.
- Applications should be submitted only via the given link, applications received via email will be rejected.
- Only short-listed candidates will be notified of the interview.

For inquiries, please contact us on weekdays between 9:00 am to 14:00 pm via phone at 3026016 / 3026018 or email to [careers@sdfc.mv](mailto:careers@sdfc.mv)