

TERMS OF REFERENCE (TOR)

Announcement No: SMED/HR/IU/2026/12

Post: Loan Servicing Associate
No of Vacancies: 01
Post Type: Permanent
Department: Credit Operations Department
Reporting to: Lead Loan Servicing Executive

Key tasks, responsibilities and deliverables:

- Prepare and process facility documentation, sanction letters, charge documents, and mortgage registrations in line with approved terms and timelines.
- Execute loan disbursements and inspections accurately, ensuring compliance with SLA requirements.
- Attend to customer requests promptly, log facility interactions clearly, and escalate issues to supervisors when necessary.
- Maintain registers, portals, and filing systems with accuracy, ensuring secure custody of charge documents and supporting records.
- Support reporting requirements by generating accurate updates and contributing to weekly/monthly management reports.
- Ensure compliance with applicable laws, regulations, and internal policies in all assigned duties.
- Obtain all the required documentation and complete mortgage formalities prior to disbursing the loan.
- Update and maintain the customer files, registers, and any other files related to credit facilities.
- Create and maintain complete records of customers' loan accounts.
- Respond to all customer inquiries in a timely and appropriate manner.
- Support Finance and Credit Officers by serving as a primary point of contact with customers, gathering necessary loan documentation, and assisting in facilitating loan requests from application through closing.
- Provide support for the day-to-day maintenance and quality of the loan portfolio.
- Carry out project inspections and review visits.
- Carry out any other work as assigned by the Management.

Requirements and Qualifications:

- GCE 'O' Level five pass
- Or,
- Certificate Level 3 in relevant field.

Other Competencies required:

- Strong analytical, problem-solving and decision-making skills with the ability to adapt to change.
- In-depth knowledge of local business environment and supply chain.
- Excellent interpersonal and communication skills.
- Excellent computer skills including processing of word documents, spreadsheets and databases.
- Familiarity with trade, economic development, and development of private sector in the Maldives.
- Experience in the banking or financial services industry would be an added advantage.

**Remuneration:**

- Gross pay: MVR 13,800.00

Other Benefits:

- Health Insurance as per company policy.
- Training and development opportunities.

Working Hours:

- The selected applicant will be required to work from 0800 to 1600 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.
- **All international certificates must be accredited from MQA**
- Reference letters from current/ previous employers certifying type of employment, job roles and service period.
- Recommendation letters from previous supervisors or employers (optional).

How to Apply:

- Required documents should be submitted using the link: <https://smedmv.aidaform.com/job-application-form-loan-servicing-associate> before **28th April 2026, 14:00 hrs.**

Important notes for 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 for interview.

For inquiries, please contact us on weekdays between 08:30am to 14:00pm via phone 1613 or email to careers@smedigital.mv