

TERMS OF REFERENCE (TOR)

Post: Recovery Assistant
Vacancies: 1
Post Type: Full time
Department: Finance Department
Reporting to: Finance Manager

Key Tasks, Responsibilities and Deliverables:

- Serve as a primary point of contact with overdue/ default customers.
- Issue monthly bills to customers for repayment.
- Initiate reminder and demand SMS, emails, and letters to all customers.
- Issue direct debit requests to bank for customers with standing orders with the Corporation.
- Respond to all customer inquiries regarding recovery / repayment in a timely and appropriate manner.
- Maintain up to date and complete records of customers loan accounts.
- Provide support for the day-to-day operations related to recovery.
- Liaise with credit department in negotiations / meetings with customers for refinancing, rescheduling, and restructuring of overdue loans.
- Liaise with legal department to issue notices and assist with providing essential information for litigation cases.
- Assist in providing necessary documentation required for the sale of securities and recovery of debt after other remedial strategies have been exhausted.
- Assist in classification and declassification of customer accounts based on repayment history as per regulatory requirements and recovery procedures/ policy.
- Assist in compiling statistics and reports for management review.
- Carry out other works as may be required by the management from time to time.

Requirements:

- GCE A Level minimum two 'C' pass and SSC Dhivehi pass with 1 year' relevant experience, Or,
- GCE O Level minimum three 'C' pass and SSC Dhivehi pass with 3 years' relevant experience.
- Should be a proficient user of MS Office software package (specially Microsoft Excel).
- Strong analytical, problem-solving, and decision-making skills.

- Should be able to independently draft and type letters, internal memo's etc. in Dhivehi and English.
- Excellent interpersonal and communication skills.
- Experience in recovery/banking/financial sector will be an added advantage.

Remuneration Package:

- Gross pay between MVR 11,000 –MVR 12,000 depending on the Qualification and Experience.

Working Hours:

- The selected applicant will be required to work from 0800 to 1600 on weekdays.

Applications, together with (CV/resume, copy of academic certificates, Copy of National ID card, reference letters from current/previous employers supported by nonrelated referees should be submitted using the link: <https://sdfcmv.aidaform.com/job-application-form-recovery-assistant> before **24th January 2021, 14:00hours**. **Only short-listed candidates will be notified.**