

## TERMS OF REFERENCE (TOR)

**Post:** Recovery Assistant  
**Vacancies:** 01  
**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 12,000 –MVR 13,000 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-assistant4> before **9<sup>th</sup> August 2021, 14:00hours**. **Only short-listed candidates will be notified.**