

TERMS OF REFERENCE (TOR)

Post: Assistant Manager
Vacancies: 01
Department: Loan Administration Department
Post Type: Full time
Reporting to: Loan Administration Manager

Key tasks, responsibilities and deliverables:

- Ensure that offer and rejection letters are drafted in accordance with the reasons stated in the in approved credit memo within the timelines stated in the SOP.
- Sign offer letters in accordance with the signing authority provided in the credit policy.
- Ensure that the required follow ups related to offer and rejections are done to confirm the dispatch/ handover of rejection letters.
- Ensure that the required reminders are send for delayed acceptance of the offer and ensure those customers are reminded through phone wherever necessary.
- Ensure that the required inspections are initiated as soon as the offer is accepted by the customer.
- Ensure that the sanction letters and charge documents for the credit facilities are drafted in accordance with the approved credit memo and within the timelines stated in the SOP.
- Make necessary arrangements for mortgage agreement registration and mortgage registration at the relevant authorities.
- Ensure that the necessary mortgages registration is initiated, and mortgage documents are communicated to the court officials in a timely manner.
- In obtaining relevant CP documents, ensure that the required follow ups with customers are done in a timely manner and provide required guidance and support to speed up the process.
- Streamline the mortgage process by maintaining a list of staff with signing authority from board of directors and ensure required documents and appointments are made in a timely manner.
- Ensure customer record files are maintained and regularly updated.
- Maintain and update a registry of properties requiring mortgages/ Late mortgages.
- Ensure required follow ups are made in a timely manner to process the facilities requiring late mortgages.
- Ensure appropriate insurance policies/ insurance renewal are obtained in a timely manner.
- Maintain and update a registry of properties requiring Insurance and Insurance renewal.
- Ensure required follow ups are made in a timely manner for the renewal of insurance policies.

- Make necessary arrangements to attend relevant customer queries received through call logs and Emails in a timely and appropriate manner.
- Provide support on ad hoc requests as required by the Management.

Requirements:

- MQA level 7 qualification of Business Administration/ Management/ Commerce/ Accounting and Financing/Banking **with** Minimum 3 years' experience in relevant field.
OR,
- MQA level 9 qualification of Business Administration/ Management/ Commerce/ Accounting and Financing/banking **with** Minimum 1 years' experience in relevant field.
OR,
- Minimum 6 years' experience in relevant field

Additional 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.
- A track record which demonstrates expertise in Loan Administration would be an added advantage.
- Experience in the banking or financial services industry would be an added advantage.

Remuneration package:

- Gross pay between MVR 22,500 – MVR 23,500 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-assistant-manager-la> before **07th September 2021, 14:00hours**. Only short-listed candidates will be notified.
