

## **TERMS OF REFERENCE (TOR)**

<b>Post:</b>	Recovery Assistant
<b>No of Vacancies:</b>	02
<b>Post Type:</b>	Full time
<b>Department:</b>	Finance Department
<b>Reporting to:</b>	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 and Qualifications:**

- GCE A Level minimum two 'C' pass and SSC Dhivehi pass.,  
Or,
- GCE O Level minimum three 'C' pass and SSC Dhivehi pass with 3 years' relevant experience.

### **Other Competencies required:**

- 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.

### **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://sdfcmv.aidaform.com/job-application-form-recovery-assistant8> before **25<sup>th</sup> November 2021, 14:00hours.**

### **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 for interview.

please feel free to contact us in official weekdays between days 9:00am to 14:00pm via email [hr@sdfc.mv](mailto:hr@sdfc.mv) or phone 3026015 / 3026016, should you have queries