



Collections Officer

Business Development/Collections Unit

Job Summary

The role responsible for managing the collection of overdue payments to ensure the organization's financial sustainability. This role involves engaging with clients to negotiate payment plans, maintaining accurate records of all communications, and preparing reports on collection status for management. By fostering positive relationships with clients and collaborating with other departments, the Collections Officer not only supports the organization's cash flow but also contributes to its mission of providing accessible financial services for education.

Critical Deliverables /Core Accountabilities and Responsibilities

- Visit customers for purposes of collection follow-up.
- Liaise with other departments to ensure that actions are appropriately carried out to execute on key initiatives to drive improved credit performance, reduce risk and improve accountability.
- Monitor portfolio and highlight any early warning signals.
- Monitoring of the portfolio, analysis of delinquent cases, profiling of customers, data cuts.
- Supporting the collection efforts/calls for account's receivable portfolio
- Documenting daily collections activity
- Identifying delinquent accounts requiring external collection efforts
- Recommend action on delinquent accounts by analyzing payment practices of client.
- Contact customers regarding delinquent accounts by phone or email as appropriate based on the circumstances of the situation.
- Recommend when accounts should be put on credit hold or be sent to a collection agency
- Alert management to emerging credit risks
- Participate in ad hoc projects and audits as needed.
- Performs other duties as assigned.

Required Competencies for the role

- Strong Analytical Skills for Small & Medium Enterprise lending with demonstrated experience in private sector education financing
- Communication Skills: Ability to effectively communicate with clients, articulating payment options and resolving issues clearly and respectfully.
- Negotiation Skills: Proficiency in negotiating payment plans and terms to achieve optimal outcomes for both the organization and clients.
- Attention to Detail and reporting: Strong organizational skills to maintain accurate records and ensure compliance with policies and regulations.
- Problem-Solving Skills: Ability to identify and address payment issues proactively, developing solutions that work for both the organization and clients.
- Financial Acumen: Understanding of financial concepts related to collections and debt management, enabling informed decision-making.
- Analytical Skills: Capability to analyze collection data and trends, providing insights for management and improving collection strategies.
- Time Management: Ability to prioritize tasks and manage time efficiently to meet collection targets and deadlines.
- Adaptability: Flexibility to adjust to changing circumstances and client needs, ensuring responsiveness in a dynamic environment.

Key Performance Indicators

- Collection Rate: Percentage of outstanding debt collected within a specified time frame.
- Portfolio At Risk
- Recovery rate for portfolio written off (Write backs)
- Provisions

Requirements

Education

- University Degree from a recognized university in a business-related field
- Professional Accounting course qualification –Added advantage.



Experience

- Minimum of 3 years of Financial Services, collections

Knowledge

- Strong understanding of customer insights and analytics
- Understanding product and customer lifecycle and management

Skills

- Integrity and ethical standards
- Excellent communication skills
- Organisational and planning skills
- Analytical skills, good judgment and decision-making ability to interpret businesses' sales performance and market information.
- Ability to identify risks and work on mitigating the risks. Multidisciplinary disposition.

ABOUT US

Ed Partners Africa is a leading non-banking financial institution licensed as a Digital Credit Provider by the Central Bank of Kenya and committed to revolutionizing the education sector. We partner with private primary & high schools as well as technical & vocational institutions in offering innovative financial solutions to enhance accessibility and elevate the quality of education.