



## JOB DESCRIPTION

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**Designation** : Field Collector (2 Posts)  
**Position Location** : Lewe Branch and Magway Branch  
**Report to** : (Assistant) Loan Supervisor

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### Position Summary

The Field Collector is responsible for the efficient and effective management of non-performing loan daily collection at the field in accordance with company policy. The Field Collector will also be required to maintain accurate records of all NPL repayments, and saving offset process.

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### Duties and Responsibilities:

- Utilize various tracing techniques and strategies to collect personal information of customers with outstanding debts.
  - Contact customers with balances and negotiate payment terms and schedules.
  - Minimize objections to payment and suggest available customer-friendly payment options.
  - Negotiate extended payment plans and the best course of action for customers seeking to avoid further debts
  - Use the provided platforms to keep detailed records regarding conversations with customers and outcomes.
  - Offer clients several payment options and arrange for the prompt repayment of balances.
  - Communicate with management and other team members about methods and strategies to ensure a positive rate of customers agreeing to repay their debts.
  - Follow up on all outstanding debts for customer accounts that have defaulted in liaison with the operations manager and branch manager.
  - Handle disputed issues and negotiate to bring payment within the agreed terms.
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### Qualifications:

- Up to 1 year of collection experience or any experience preferred
  - Excellent communication and negotiation skills
  - Ability to positively connect with clients and encourage them to make payments toward debts owed
  - Manage relationships with local authorities and Security Officers
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- Plan and organize field collection drives across branches.
  - Time management skills
  - Basic computer software skills and the ability to work within relevant data spreadsheets
  - Ability to work well in a fast-paced environment
  - Ability to reason and think quickly
  - Strong attention to detail, goal-oriented, and a team player with a flexible approach
  - Must have a motorbike driving license.
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