

**HUMAN RESOURCE DEPARTMENT****JOB DESCRIPTION**

<b>Job Title</b>	Branch Supervisor	<b>Holder's name</b>	
<b>Reports to</b>	Branch Manager Assistant Branch Manager Branch In Charge	<b>Name</b>	
<b>Reports to</b> <i>(Only for dual reporting)</i>		<b>Name</b>	
<b>Branch / Department</b>	Business Development / Channels		

**1. Job Objective**

Supervising and overseeing the performance and the daily activities of the subordinate credit officers while mainly focusing on field operation activities and supporting to branch manager in developing healthy loans and saving portfolios and maintaining a healthy PAR ratio in the branch.

**2. Primary Responsibilities**

- Overlook subordinate credit officers' loan portfolios and monitor the overall improvement of main KPIs.
- Approve the loan files within the authorized DA limit after proper evaluation and engaged in required client visits, Guarantor visits and business evaluation.
- Mainly responsible for field operation activities of the branch.
- Monitor and overlook the daily operational activities of credit officers and mainly oversee the filed operation activities and competitor activities.
- Coordinate with Branch managers, set the performance target for Credit officers, and analyse the data/performance in daily/weekly/monthly basis.
- Coordinate with the Branch manager and credit officers and plan the business plan and operation activities after proper analysis & implementation, and follow-up.
- Maintain required field visits and support to credit officers to provide appropriate client solutions.
- Communicate new products, product changes, new processes & process changes to credit officers and monitoring.
- Identify the weakness areas of COs and provide necessary guidelines and provide required trainings for Credit officers include field training.
- Follow up on the branch-wise maturity client list and write off client list.
- Overlook the daily recovery and collection activities of credit officers.
- Plan the daily collection and recovery activities & follow up and monitor daily.

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- Support to BM for preparing and recommending the write-off client list of the branch after proper analyses.
- Overlook and mainly responsible for following up on all overdue clients below 4,000,000 MMK ticket size and below 90 days overdue loan
- Mainly responsible for increasing the loan collection of below 90 days loans.
- Coordinate with relevant authorities, COs and BM for organizing marketing activities and organize.
- Support to BM for preparing reports, documentation, and branch administration.
- Do random centre visits /field visits and submit the feedback on new requirements to BM.
- Actively participate in fraud prevention activities in the field and monitoring.
- Adhering the code of conduct/ Fraud prevention policy & all processes / guidelines implemented by the company.

### 3. Secondary Responsibilities

- Engaged in centre collection process, if required and overlook the portfolio handover process.
- Temporary handle the Branch manager responsibilities when BM not available in the branch.

### 4. Qualifications

- Completed a degree from a University.
- Minimum 2 years' experience as loan officer.
- Strong written and oral communication skills.
- Strong leadership & team handling skills.
- Highest level of integrity, commitment, self-motivated and result oriented.

### 5. Additional Remarks

- Individual performance evaluation to be done in quarterly basis.

### 6. Agreement

<b>Approved by:</b> (Head of Department)	..... (Name)	..... (Signature)	..... (Date)
<b>Agreed by:</b> (Employee)	..... (Name)	..... (Signature)	..... (Date)
<b>Issued Date</b>			