

# REGIONAL RECOVERY OFFICER (NORTH & EAST) – JUNIOR EXECUTIVE SME COLLECTIONS AND RECOVERIES

The job holder is responsible to manage / drive the collections and recoveries in the respective regions and maintain the delinquent flow rates and ratios as per the Bank's budgets/ KPIs

## The Job

- ✓ Responsible in managing Collection and Recoveries of the respective region
- ✓ Coordinating with Network staff members to drive the recovery to maintain lower NPA ratios
- ✓ Manage / conduct the field visits efficiently/effectively and plan regional visits for all buckets to negotiate settlements
- ✓ Work closely with the respective portfolio managers at SME Recoveries unit to maximise NPL recoveries pertaining to the region
- ✓ Responsible in Identifying problem cases proactively and discuss amicable settlements to avoid litigation time / cost
- ✓ Coordinate with the in-house legal recovery team to follow up on cases and assist them to fast track litigation process to obtain judgement or enter settlements with clients
- ✓ Provide required support by visiting the client / negotiation to enable timely processing of SME S re-schedulements. Maintaining the SME-M NPL re-schedulement tracker
- ✓ Responsible in Working closely with SME Collection & Recoveries Team to achieve the Bank budgets and KPI

## The Person

- ✓ Possess minimum of 7 years working experience with at least 5 years' experience in handling Credit / Recoveries
- ✓ Be part / full qualified in Banking and / or completion of Diploma in Credit
- ✓ Possess sound knowledge in Collections and Recovery process
- ✓ Strong negotiation skills
- ✓ Possess excellent interpersonal and communication skills
- ✓ Ability to work independently and willing to travel to any part of the country

Please login to <https://www.ndbbank.com/careers> to apply on or before **11<sup>th</sup> August 2023**

We will correspond only with the shortlisted applicants

"We are an equal opportunity Employer"



Vice President  
Human Resources