

Position Description

Vacancy Title: **Credit Recovery Officer [Suva]**

Location: **Suva**

Objective

The Credit Recovery Officer is responsible for monitoring, following up, and recovering overdue loan repayments from borrowers in a timely and professional manner. The role ensures that the organization maintains a healthy loan portfolio, minimizes non-performing loans (NPLs), and complies with credit and collection policies. The position must ensure effective loan repayment collection by engaging with clients, negotiating repayment arrangements, managing arrears, and escalating high-risk accounts that contribute to the financial sustainability of the operation.

Outcomes

Organisational Stakeholders

1. Loan Repayment Monitoring

- Daily loan repayment schedules to identify due and overdue accounts reviewed.
- Loan management system (LMS) for borrower payment status checked and missed payments flagged
- Repayment logs and reports updated to reflect payments received and outstanding balances
- Automated or manual reminders (SMS, email, calls) sent before and after due dates
- Delinquency reports to track trends in overdue accounts by age (e.g. 30, 60, 90+ days) generated
- Cross-check bank statements for repayments received against expected amounts verified.
- A repayment calendar to follow up on scheduled instalments maintained.
- Relevant EM alerted for non-performing or high-risk accounts.
- Corrective actions, such as rescheduling loans or early intervention strategies recommended
- All repayment monitoring activities in line with internal policies and procedures ensured..

2. Client Communication

- Contact with clients through calls, SMS, emails, or in-person visits for repayment reminders initiated.
- Repayment status with borrowers discussed in a professional and respectful manner.
- Repayment arrangements or restructuring options where clients face genuine hardship negotiated.
- Clients educated on loan terms, interest rates, penalties, and their financial obligations.
- Document all communication and agreements made with clients in the loan management system documented.
- Formal notices for overdue accounts issued (e.g. demand letters, final reminders).
- Coordinaton with legal or recovery team for escalated communication if payment remains unpaid.
- Financial responsibility promoted and guidance on staying current with payments provided.
- Rapport built with clients to encourage cooperation and positive relationships maintained.
- Client queries or disputes related to repayment, statements, or loan terms responded

3. Recovery & Follow-Up

- Delinquent accounts (e.g. 30, 60, 90+ days overdue) identified and classified.
- Recovery plans for overdue borrowers developed based on risk and repayment capacity.
- Follow-up calls or visits to recover overdue payments conducted.
- Partial or full settlements, repayment plans, or restructuring where applicable negotiated.
- Formal recovery notices (e.g. warning letters, final demand, legal notice) sent.
- Legal recovery actions for non-performing loans (in coordination with legal team) initiated.
- Compliance with agreed recovery/payment plans monitored and action taken if default continues.
- Loan management system with follow-up notes, payment promises, and outcomes updated.
- Recovery status reports (daily, weekly, monthly) prepared and submitted to management.
- High-risk or unresponsive accounts escalated to senior management or legal recovery process.

4. Reporting

- Daily, weekly, and monthly reports on collections, arrears, and recoveries generated.
- Delinquency aging reports (e.g. 30, 60, 90+ days overdue accounts) prepared.
- Repayment performance by portfolio, officer, or region tracked and reported.
- Non-Performing Loan (NPL) statistics and trends for management review compiled.
- Exception reports highlighting missed targets, repayment gaps, or high-risk clients submitted.
- Audit reporting assisted by providing up-to-date loan and repayment data.
- A central dashboard or tracker for real-time loan collection performance maintained.
- Data accuracy in loan management and reporting systems ensured.
- Collection forecasts based on historical repayment trends provided.
- Board and management reporting with timely, clear summaries and charts supported.

5. Compliance & Documentation

- All loan collection activities complied with internal policies, regulatory guidelines, and lending laws ensured.
 - Loan agreements, securities, and supporting documents verified, completed and properly filed.
 - Accurate records of all borrower interactions, repayments, and recovery efforts maintained.
 - Client promises to pay, restructuring terms, and revised repayment plans documents.
 - Proper filing of legal notices, demand letters, and communications recovery ensured. .
 - Compliance with Know Your Customer (KYC) and Anti-Money Laundering (AML) standards checked.
 - Confidentiality of borrower data and access restricted to authorized staff ensured.
 - Loan files updated regularly with repayment receipts, correspondence, and status updates.
 - Audits and reviews supported by providing complete and compliant documentation.
 - Any breaches or irregularities in loan handling to compliance or senior management reported.
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6. Client Education & Support

- Loan terms and conditions explained clearly during disbursement or follow-ups.
 - Borrowers educated on interest rates, repayment schedules, and penalties for late payments.
 - Guidance on budgeting and financial planning to help clients manage repayments provided.
 - Clients advised on early repayment benefits and how to maintain good credit standing.
 - Clients assisted on understanding their statements, account balances, and loan status.
 - Clients facing financial difficulties supported by explaining available relief or restructuring options.
 - Responsible borrowing practices and awareness of over-indebtedness risks promoted.
 - Educational materials or FAQs on loans and financial literacy distributed.
 - Communication by being approachable and responsive to client questions encouraged.
 - Long-term relationships based on trust, transparency, and mutual understanding built.
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7. Collaboration

- Work closely with Loan Officers to understand borrower background and loan conditions.
 - Coordination with the EM and Legal Department to assess and flag high-risk accounts.
 - Liaison with the Legal Department on recovery actions, notices, or litigation for non-performing loans.
 - Accountant Finance or Finance Team engaged to reconcile payments, refunds, and write-offs.
 - Collaboration with Loan Officer to handle client complaints or disputes related to collections.
 - Regular cross-functional meetings with the Team to discuss loan performance, recovery targets, and case updates attended.
 - Field insights and feedback to improve loan products and collection strategies shared.
 - Internal audits or compliance reviews supported by providing accurate data and reports.
 - Restructuring or hardship cases referred to the relevant EM for formal review.
 - New team members trained on loan collection policies, systems, and procedures.
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Responsibilities - Key Competencies

Competence	Description
Business	
Risk Management	Analyse and manage risk.
Planning	Deliver results by developing, reviewing or following a work plan, action plan or operational plan.
Resource Management	Deliver results through the efficient and effective allocation and use of supplies , equipment and people.
Communication	Exchange information through verbal communication
Customer	
Customer Commitment	Demonstrate a commitment to customer service - both internal and external customers.
Commercial Focus	Optimize the commercial viability of the organisation.
Relationship Building	Build beneficial relationships with suppliers and stakeholders.
Quality Focus	Deliver quality.
Organisational Values	Display the organisation's image and value standards.
People	
Leadership	Utilise a leadership position to influence people and events and to increase performance.
Team Orientation	Work in a team towards a common aim.
Problem Solving	Develop practical solutions to a situation.
Negotiation	Reach agreement through discussion and compromise.
Innovation	Use original and creative thinking to make improvements and/or develop and initiate new approaches.
Self-Management	Manage your priorities and objectives efficiently and effectively
Professional	
Technical Strength	Demonstrate knowledge of a specialist discipline.
Compliance	Comply with relevant laws and the policies and procedures of the organisation.

Competence	Description
Financial Application	Apply financial principles and practices.
Mathematical Reasoning	Apply mathematical reasoning.
Technology Application	Apply technology.
Operational	
Health and Safety	Establish and maintain a safe and healthy work environment.
Environment	Establish and maintain an environmentally friendly organisation
Stock Control	Acquire and monitor stock to meet business needs

Qualifications

Qualification	Discipline	Notes
Desirable		
Degree	Accounting, Finance, Business Administration, or a related field	

Work Knowledge and Experience

- 1–3 years of experience in loan collection, credit control, or banking (preferred).
- Training in customer service or debt collection procedures is an advantage.
- Strong Communication Skills – Clear, persuasive, and respectful in dealing with clients about overdue payments.
- Negotiation & Conflict Resolution – Able to negotiate payment plans and handle difficult client interactions tactfully.
- Knowledge of Credit & Loan Procedures – Understanding of loan agreements, repayment terms, and legal recovery processes.
- Attention to Detail – Accurate in updating records, tracking repayments, and reporting.
- Problem-Solving Skills – Able to assess client situations and offer realistic repayment options.
- Time Management & Organization – Manages multiple accounts and follow-ups efficiently.
- Data Entry & System Proficiency – Skilled in using loan management systems and Microsoft Office (especially Excel).
- Understanding of Financial Regulations – Knowledge of debt recovery laws and compliance requirements.

Requirements

Language Proficiency

- Excellent command of English
- Knowledge of another language

Other Required Requirements

- No other required items found.

Interactions

Type	Interaction	Comments
Internal		
	All staff	
	Executive Management	
	Management Team	
External		
	Financial Institutions	

Attributes

Behavioural Styles

- Accountable: Assumes full responsibility for own actions and identifies with the success or failure of own part of the overall work/goal.
- Detail oriented: Attends to the small elements of a task/activity, ensuring completeness and accuracy.
- Integrity: Adherence to moral and ethical principles; soundness of moral character; honesty.
- Reliable: Is able to be trusted to do what is expected or has been promised, puts in a great amount of effort believing in the value of work.

Interpersonal Styles

Customer/Client Focused	Focused on client and customer satisfaction and ensuring high levels of service are maintained at all times
Team Oriented	Enjoys being with others as part of a group or team.

Thinking Styles

Disciplined / Systematic	Is controlled in conduct, shows an orderly pattern of behaviour, following a methodical and thorough approach
Initiative	Takes action and makes decisions without the help or advice of other people.
Well organised	Controls tasks in a well thought out and critical manner.

How To Apply

Apply online

Contact for Enquiries

Contact Name: Makereta Vulatini

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Further Contact Information: 3312733 ext 631

Closing Date: 07 Nov 2025