

## Recovery Officer

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Company: Fuzu

Location: Kampala

Category: business-and-financial-operations

### Job Summary

Contract Type:

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### Requirements

- Minimum of a Bachelors' degree preferably in a Business field.
- Minimum of 3 years' experience in Loan Recovery in the Banking industry, in a BoU regulated financial entity.

### Responsibilities

- Ensure efficient customer service delivery by attending to customer queries/complaints with utmost care/service, review repayment problems and recommend way forward.
- Retrieval Make customer follow up calls and submit periodic call reports, repayment proposals, and diarize follow ups.
- Maintain a register of files in watch list /default/arrears and submit daily reports
- Manage stakeholders in the loan recovery process, customers, branch managers and debt recovery companies
- Analyze loans in arrears/default and recommend appropriate plan of action
- Preparation & Submission of credit recovery returns within the set timelines.
- Retrieve and check daily recovery reports
- Maintain credit support files, records and documents in an orderly manner, filter files for newly downgraded accounts and any other missing files for NPL cases.
- Ensure that interest rates are correct as per asset class.

- Update Insurance premiums for premises on properties charges for defaulting customers
- Conduct customer and branch visits in consultation with branch managers for defaulting customers.

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