



...towards a prosperous future together

JOB VACANCY- CREDIT OFFICER

Job Summary

Reporting to the Branch Manager, the job holder will be responsible for screening loan applications, evaluating members' financial information, assessing risk ratios, and presenting approved or rejected loans to the Branch Manager, in accordance with loan policies and procedures and the collection of customer accounts in a manner that ensures high customer satisfaction and loyalty.

Key Tasks and Responsibilities

1. Advising members on most suitable loan facilities and basic financial education regarding borrowing.
2. Appraising and advising members on loan eligibility according to the laid down policies and procedures.
3. Coordinating the loan processing activities at the Branch and takes ownership for growth of the loan portfolio.
4. Ensuring completeness of loan application forms and accuracy of information provided.
5. Advises members on loan status.
6. Following up on loans to ensure disbursement to member accounts.
7. Advising the branch management on adequacy of credit processes and products.
8. Generating loan appraisal reports and advises members accordingly.
9. Recommending loans for discussion and approval by the Branch credit committee.
10. Managing customer relations and carries out customer due diligence and site visits.
11. Ensuring compliance of loan procedures as per SAISRA and other legal requirements.
12. Monitoring individual loan portfolio for quality and takes remedial actions on substandard loans.
13. Collecting the needed financial documentation and assesses the members' creditworthiness.
14. Generating revenue through consistent delivery of customer, disbursement, and collection targets.
15. Establishing, developing, and maintaining positive relationships with the SACCO Customers, Partners, Area Leaders and relevant local authorities.
16. Ensuring efficient and prompt recovery of loans disbursed and interest accrued.
17. Negotiating payment arrangements with customers who have delinquent loans.
18. Maintaining clear customer records, recording times and dates that contact has been made and noting information that customers have received about the SACCO products.
19. Supplying the Branch with reports on customer needs, problems, interests, competitive activities, and potential for new products and services.
20. Handling customer complaints and takes appropriate action to resolve them.
21. Monitoring branch loan portfolio performance and ensures compliance to the SACCO's policy and regulatory guidelines.
22. Providing data to be used on realization of assets and attachment of loans to guarantors.

23. Carrying out remedial measures and active recoveries on delinquent loans.
24. Communicating and issuing default notices in line with the Society's policy.
25. Initiating recovery processes on delinquent loans.
26. Offering financial counsel and remedial actions to delinquent facilities.
27. Advising on payment plans and loan restructuring options.
28. Generating and submitting defaulter list for CRB listing and delisting.
29. Liaising with external debt collectors on loan recoveries.
30. Performing any other duties as may be assigned from time to time.

PERSON SPECIFICATIONS

1. Academic Qualifications

- A University Degree in Business or related field from a recognized University.
- Credit Professional Certificate, CPA qualification an added advantage.

2. Experience

Three (3) years relevant experience in a busy financial services environment.

3. Knowledge, Skills and Attributes

- Good negotiation skills
- Good communication and interpersonal skills.
- Ability to build and maintain relationships with customers and other stakeholders
- Ability to write complex reports.
- Analytical skills.
- Analytical Credit risk assessment skills.

4. Key Result Areas

- Ensuring customer satisfaction for the consumers of the services offered by the department
- Quality loan Portfolio growth.
- Repeat loan generation
- Credit monitoring and collections
- Reduction in delinquent loans.
- Improved customer satisfaction index.
- Rehabilitation of delinquent portfolio growth

Qualified applicants should apply on or before 5pm on Friday, 13th September 2024 using the link provided in the website.

Only Shortlisted Candidates will be contacted