

Collections Specialist

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Company: Fuzu

Location: Nigeria

Category: office-and-administrative-support

Job Summary

Contract Type:

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Requirements

A minimum of 2 years of experience in microfinance bank/bank/Fintech operations directly dealing with delinquent clients and other problem-solving situations.

Apt in negotiating and persuading.

Good knowledge of the collection process and approach.

Excellent collaborator and team player

Excellent communication skills, both oral and written.

Ability to adapt to new challenges in a dynamic, fast-paced environment while managing multiple projects.

You may have an understanding/working knowledge of a collections system (advantageous)

You should be comfortable with skills in Microsoft Office/Google Workspace.

You should have working experience within an outbound debt collections environment / outbound sales environment / outbound customer service environment.

Responsibilities

Your mission will be to:

Plan a course of action to recover outstanding payments.

Follow up with customers for all outstanding payments and identify problematic accounts.

Ensures Non-Performing Loans are followed up and monitored diligently.

Responsible for communicating with delinquent borrowers, and establishing and developing effective payment plans with the delinquent borrowers.

Listen actively to customers and ensure conversation is collection-driven.

Advise customers on their payment options and best methods of payment.

Properly document information from the conversation.

Negotiate payoff deadlines or payment plans.

Create trust relationships with debtors when possible to avoid future issues.

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