

SBM is a leading financial services group in Mauritius, and is also present in India, Madagascar and Kenya. The Group has a customer base of more than 500,000, providing adapted financial solutions and supported by multi-channel capabilities. The strategy of the Group revolves around modernisation and diversification of its offering, expansion of its markets, and enhancement of capabilities, prominently regarding human capital.

Our employees – currently around 1,800 – are at the heart of our growth strategy. In our quest to be the employer of choice and a reference, we are laying increasing emphasis on developing and nurturing our talent pool. SBM aims to become a reference for creating talent for the world of tomorrow.



Open your door to success by joining us in the following challenging position:

Collection/Recovery Officer

Job Purpose:

Reporting to the Senior Officer, the Collection/Recovery Officer will be called upon to contribute to the efficient management of debts.

Key Responsibilities:

- Close monitoring of credit facilities on a day to day basis to minimise delinquency and impairment level for the Bank and ensure that appropriate action is taken in a timely manner in accordance with defined policy/procedures
- Review and monitor arrangements for repayments of arrears/liabilities with debtors and prepare rescheduling proposals, where warranted and send to the appropriate authority for approval
- Ensure close follow-up by preparing and issuing reminders and letters to customers, and conduct field visits as required
- Proactively negotiate and implement the best recovery strategy to enhance debt recovery
- Refer cases to legal service for recovery actions, and monitor progress and performance in a timely manner
- Attend Court in recovery cases and assist Bank's Counsel and Attorney at Law
- Compile and provide regular reports on income collection performance and management information
- Attend meetings called by the Commissioner for the Protection of Borrowers
- Update with accuracy and maintain manual and computer record systems

Qualifications, Experience & Skills:

- Degree holder in Banking/Management/Accounting/Business/Finance or in any related field or any other relevant professional qualifications
- At least 1 year experience in the Financial Service sector; preferably in Banking
- Demonstrate analytical/problem solving skills, with a keen eye for detail and customer service oriented
- Proficient in computer applications
- Excellent communication (both verbal and written), negotiation and interpersonal skills

If you believe in taking new challenges with the right mindset, please refer to our website for full details and complete our online application form on www.sbmgroup.mu/vacancies by Monday, 4th February 2019.

We thank you for your interest and invite you to grow with us.

Kindly note:

All applications will be dealt with in strict confidence.

Please favour online application.

The Group reserves the right to call only the best candidates for interview and not to fill this position following this advertisement.

SBM is an equal opportunity employer.

One step in the right direction and a giant leap for your career.