



# WE ARE HIRING



## RECOVERY OFFICER

**Location** | Head Office, Port Moresby

**Qualifications** | Grade 12 (Certificate, Diploma in Accounting/Finance/Business or related field).

- Experience** |
- 2-3 years Debt Recovery experience in Banking/Finance industry.
  - People and leadership skills is essential
  - A desire to provide high standards of customer service and care.
  - Analytical/Problem solving skills

A full job description of this role can be found on our website <https://www.tisa.com.pg/about-us/careers/>

**Successfull candidate are to provide the following Pre-Employment Requirements;**

1. COVID-19 Vaccination Card
2. Medical Examination Report (must be of current year)
3. Police Clearance (must be of current year)

**Application Closes 4pm, Thursday 9th May, 2024**

For more information visit:  
[www.tisa.com.pg](http://www.tisa.com.pg)

Submit your Expression of Interest and Resume to:  
[TISA.Recruitment@tisa.com.pg](mailto:TISA.Recruitment@tisa.com.pg)

## POSITION DESCRIPTION



### POSITION SPECIFICATION

<b>Position Title:</b>	RECOVERY OFFICER	<b>Job Ref-Ind.:</b>	
<b>Department:</b>	Lending	<b>Job Group:</b>	
<b>Location:</b>	HEAD OFFICE	<b>KF Points:</b>	
<b>Direct Manager:</b>	TEAM LEADER, RECOVERIES	<b>KF Ref-Level:</b>	

#### Purpose of Role:

Responsible for the monitoring and control of delinquent loans including debt recoveries.

#### Essential Functions / Key Responsibilities: (Problem Solving)

1. Monitors TISA's delinquent loan portfolio.
2. Liaises with default member salaries in order to recoup default amounts owing/owed by clients and customers.
3. Issues default notices/reminder letters/Letters of Demand to members.
4. Identifies system default and recommends corrective actions.
5. Interviews delinquent members.
6. Organizes loan set-offs in line with TISA's Lending Policy.
7. Uploads defaults aged 60+ days onto Credit Data Bureau.
8. Ensures members' deduction break-ups are correct.
9. Prepares Loan Restructures.
10. Prepares internal Transfers to correct system defaults.
11. Compiles documents for legal action on defaulters.
12. Scanning and capturing documents relating to defaulters.
13. Attends to general enquiries by members in relation to their loan accounts.
14. Other duties as directed by the immediate Supervisor.

#### Dimensions:

<b>Direct Reports:</b>	<ul style="list-style-type: none"> <li>TEAM LEADER, RECOVERIES</li> </ul>
<b>Budget:</b> (Magnitude/Area of Impact)	As stipulated in approved annual budget

#### Working Relationships (Key stakeholders, clients, suppliers, providers, consultants, etc.)

<b>Internal Relationships:</b>	<ul style="list-style-type: none"> <li>• Division and Branch Managers and employees.</li> </ul>
<b>External Relationships:</b>	<ul style="list-style-type: none"> <li>• Society members, business contacts, government departments, and statutory bodies.</li> </ul>

## PERSON SPECIFICATION

### QUALIFICATIONS (technical or specialist qualifications & experience) (Know How)

<b>Required Education</b>	<ul style="list-style-type: none"> <li>• Grade 12 (Certificate, Diploma in Accounting/Finance/Business or related field).</li> </ul>
<b>Required Experience</b>	<ul style="list-style-type: none"> <li>• 2-3 years Debt Recovery experience in Banking/Finance industry.</li> </ul>
<b>Expected Behaviours</b>	<ul style="list-style-type: none"> <li>• People and leadership skills is essential.</li> <li>• A desire to provide high standards of customer service and care.</li> </ul>

### COMPETENCIES (technical or specialist knowledge & skills)

<b>Required Competencies</b>	<ul style="list-style-type: none"> <li>• Excellent Communication skills</li> <li>• Proficient computer skills (MS Excel/Word)</li> <li>• Ability to work under pressure.</li> <li>• Customer/Results focus.</li> <li>• Analytical/Problem solving skills.</li> <li>• Building relationships/networking.</li> </ul>
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### TEAM & REPORTING STRUCTURE

**\*\*Insert Team Structure Here\*\***

### OTHER DUTIES

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

### Authorized

Job Description Updated on: 29<sup>th</sup> February 2024

Signed: \_\_\_\_\_