



Team Leader, Rehabilitation

Job Overview

Business Segment: Group Functions

Location: TZ, undefined, Dar es Salaam, undefined

Job Type: Full-time

Job Ref ID: 80307820

Date Posted: 7/25/2024

Job Description

To provide a comprehensive support service to the Manager, Recoveries & Rehabilitation by exercising effective control and managing a team of Collections Officers to normalise arrear accounts and limit the maturing of arrear accounts into the NPL status; further assist by implementing and improving strategies to ensure that present and future departmental objectives are achieved.

Lead and manage staff to provide a comprehensive In-house and legal collection service by ensuring that all accounts in arrears are normalized through employing appropriate collection tactics and in executing the agreed collection operation strategies, as well as instituting and monitoring legal procedures and ensuring that all legal requirements are complied with.

Qualifications

Minimum Qualifications

Type of Qualification: Bachelor Degree in Business Administration, Commerce, Legal,

Field of Study: Generic Management

Type of Qualification: Bachelor Degree

Field of Study: Office Administration

Experience Required

Operations Control

Operations

3-4 years

Experienced in the understanding of credit risk assessment procedures to determine the best route of actions to be applied ' both as it relates to unsecured and secured lending products. Experience in managing and controlling the operational aspects i.e. outsourcing, engagement models, output measurements and costs insofar external Vendors such as Attorneys, Debt Collection Agencies, Tracers, Auctioneers and Liquidators are concerned.

3-4 years

Exposure in Banking/Financial institution related legal & collections matters. Application of knowledge, experience & sound judgement in formulating solutions to rehabilitate through various collection tactics or the institution of legal proceedings. Four plus experience in the collections division of a legal practice or similar institution/credit risk environment & with three years' experience in overseeing a collections department with the ability to lead staff effectively.

Additional Information

Behavioral Competencies:

- Checking Details
- Empowering Individuals
- Examining Information
- Generating Ideas
- Interacting with People
- Interpreting Data
- Making Decisions
- Meeting Timescales
- Pursuing Goals
- Resolving Conflict
- Upholding Standards
- Valuing Individuals

Technical Competencies:

- Coaching and Mentoring
- Difficult Calls Management
- Financial Planning
- Legal Collections
- Legal Compliance
- Performance Management
- Recoveries

To Apply, [**CLICK HERE**](#)