

POSITION DETAILS

Title	Recovery Officer
Salary	\$17,000 – \$22,000
Unit	Savaii Office
Term of employment	Full time – Permanent
Reports to	Manager – Savaii
Job Description	The Recovery Officer will assist the Unit Manager in facilitating the BLGS legal and recovery processes. The incumbent is expected to achieve or exceed measurable outputs as detailed in the annual business plan.

KEY RESPONSIBILITIES AND DUTIES

Unit Logistics and Support	<ul style="list-style-type: none">➤ Work closely with the Unit Manager in administration of the BLGS➤ Provide confidential and professional business advice to existing BLGS recovery clients➤ Develop BLGS client recovery agreements and obtain client signatures for recoveries➤ Assist in collecting recoveries from BLGS foreclosed clients➤ Facilitate follow up joint visits with banks for clients in arrears as early as possible➤ Builds and strengthens networks between SBH and other agencies, organizations and companies➤ Locate clients in arrears and provide business advice to avoid foreclosure➤ Update client database regularly➤ Assist in organizing rehab programs for recovery clients➤ Initiate contact with the inactive foreclosed clients for recovery collections➤ Follow up BLGS recovery clients standing orders with the banks
Unit Targets' Delivery	<ul style="list-style-type: none">➤ Ensure weekly recovery collections are completed➤ Ensure all monies received from BLGS recovery clients are receipted and recorded in the client statements➤ Update BLGS recovery client statements on a daily basis➤ Updated client statements available immediately upon client request➤ Regular follow up of clients in arrears➤ Ensure bank updates are received on a monthly basis➤ Maintain and update BLGS recovery clients relevant information➤ Update database for BLGS recovery clients on a daily basis
Executive Support	<ul style="list-style-type: none">➤ Inform and update Unit Manager on clients court proceedings➤ Liaise with banks through Unit Manager re arrangement of

	<ul style="list-style-type: none">joint visits➤ Assist with client court proceedings and processes➤ Provide relevant activities report➤ Fulfillment of additional duties as required
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PERFORMANCE STANDARDS

Key Performance Indicators	<ul style="list-style-type: none">➤ Increased portfolio of actively recovered clients➤ Continuous increase in amounts collected from recovery clients➤ Availability of updated clients statements➤ Reduced number of clients in arrears
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ELIGIBILITY CRITERIA

Education	<ul style="list-style-type: none">➤ Degree or higher qualification in Banking, Accounting and/or Business Management;➤ High level of computer literacy➤ Excellent time management skills➤ Excellent written and verbal communication skills➤ Exceptional listening and analytical skills
Work experience	<ul style="list-style-type: none">➤ At least 5 years practical work experience in debt recovery and/or similar roles➤ Knowledge and/or experience in business management➤ High degree of written and spoken fluency in both Samoan and English➤ Ability to communicate strategy and action priorities with accuracy, credibility and passion
Other skills	<ul style="list-style-type: none">➤ Proven ability to deliver results➤ Strong leadership skills➤ Sound judgment and decision making➤ Excellent relationship management and interpersonal skills➤ Ability to relate to all levels of society in a positive friendly non-judgmental manner➤ Excellent influencing and negotiating skills➤ Ability to meet deadlines➤ Proven ability to deliver results➤ Ability to relate to people➤ Superior report writing skills➤ High degree of personal motivation➤ Computer literate➤ Good team worker➤ Valid driver's license (at least 6months valid)