



# Job Application Form

***This form must be completed by ALL applicants.***

## Section 1: Position Details

<i>Unit</i> <b>Security, Legal &amp; Recovery Unit</b>	<i>Position</i> <b>Recovery Officer</b>	<i>Level</i> <b>OFFICER</b>
<i>Tenure</i> <b>PERMANENT</b>	<i>Responsible to</i> <b>MANAGER – SLRU</b>	<i>Salary range</i> <b>\$25,000.0 - \$30,000.00</b>

## Section 2: Personal Details

<i>First Name:</i>	<i>Last Name:</i>	<i>Other Names:</i>
<i>Gender:</i>	<i>Date of Birth:</i>	<i>NPF No:</i>
<i>Marital Status:</i>	<i>Physical Address (1):</i>	<i>Physical Address (2):</i>
<i>Post Code:</i>	<i>Telephone number (Home):</i>	<i>Mobile Phone number:</i>
<i>email:</i>	<i>Fax number:</i>	

### Section 3: Education Details

[illegible]

## Section 4: Training History

[illegible]



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## Section 5: Employment History

### Current / Most recent Position

Employer's Name	Date	Duration
Position Title	Number of Staff reporting to you	
Main Responsibilities		

### Next previous position

Employer's Name	Date	Duration
Position Title	Number of Staff reporting to you	
Main Responsibilities		

### Next previous position

Employer's Name	Date	Duration
Position Title	Number of Staff reporting to you	
Main Responsibilities		

## Section 6: Selection Criteria

Below are the criteria that will be used in assessing the suitability of each applicant for the position. Please address each selection criteria on a separate sheet and attach to this form.

CORE JOB COMPETENCIES	
1.	<b>Knowledge and Abilities</b> (Please provide a statement on describing your knowledge and abilities. Knowledge includes and not limited to your education and training, and how these have developed you as a person and as a professional. Abilities may include your health and practical capabilities and talents acquired over the years )
2.	<b>Skills and Experience</b> (refer to jd For each key responsibility and duty, please describe how you meet this and provide examples of related past experiences)
3.	<b>Personal Attributes</b> (Focused, Integrity, Accountability and Adaptability. These are just some examples. Applicants may choose different attributes as they see fit.

## Section 7: Computer Literacy

Please use scale 1 - 4 to indicate competency level; **1= no knowledge; 2= basic knowledge; 3= good working knowledge; 4= strong/advanced capabilities**

Main Applications	Competency Level	Other systems	Competency Level
Word processing (Word)		Database Management (Access)	
Spreadsheets (Excel)		Email	
Presentation PowerPoint		Other (specify)	

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## Section 8: Knowledge of Languages

For languages other than your mother tongue, enter appropriate number from code below to indicate level of your language skills	Indicate your mother tongue by ticking a box below		Speak	Read	Write
CODE	Samoan				
1. Limited conversation - reading of newspapers, routine correspondence	English				
2. Engage freely in discussions, read write more difficult materials					
3. Speak read and write well	Other (specify)				

## Section 9: Discipline Records Check

Do you have a discipline record; any criminal convictions; or any current legal proceedings against you? (Please TICK the appropriate box)	No	Yes
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IF Yes, Please provide details on a separate piece of paper in a sealed envelope and attach it to this form. This information will be kept confidential and only be seen by the Assessment Committee.

## Section 10: Declaration of Referees

Please record your top three referees.

Referee Name	Designation	Contact (phone, email, work address)
1.		
2.		
3.		

## Section 11: Declaration of Close Relations

Do you have a close relation (family ties) to an individual(s) currently employed anywhere in the Ministry to which you are applying? (Please MARK "X" the appropriate box)	No	Yes
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If YES, please provide name(s) of your relation(s) and state nature of relationship

Full Name of Relative	Relationship

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## Section 12: Other Status

Outside the work environment, do you hold any positions (including matai titles) associated with community services, and if so, please list and provide brief description of the extent of your involvement and or role

## Section 13: Certification and Authorisation

I hereby certify that the information given in my application is true and correct. I also acknowledge that if I am appointed on the basis of any false information that I provide my appointment will be revoked. I also authorise the Department to undertake any necessary checks to confirm the information provided by me.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

### **POSITION DETAILS**

<b>Title</b>	Recovery Officer
<b>Salary</b>	\$25,000 – \$30,000
<b>Unit</b>	Securities, Legal and Recoveries Unit (SLRU)
<b>Term of employment</b>	Full time – Permanent
<b>Reports to</b>	Manager – Securities, Legal and Recoveries
<b>Job Description</b>	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**

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

	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**

<b>Key Performance Indicators</b>	➤ 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**

<b>Education</b>	➤ 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
<b>Work experience</b>	➤ 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
<b>Other skills</b>	➤ 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)