

# EXECUTIVE – SME RECOVERIES

The job holder is responsible to manage/drive the SME Recoveries Stage 3 portfolio of Small Segment as per the Bank's budgets/ KPIs

## THE JOB

- Responsible in managing the stage 3 portfolio of respective regions to maximize stage 3 Recoveries
- Work closely with the Regional Recovery officers to drive the recovery numbers / targets to drive recoveries on a monthly basis
- Work closely with the Outsourced Debt Collection Agencies to maximize recoveries from the assigned portfolios.
- Regular follow-up with the delinquent customers by calling / negotiating / visiting
- Liaise and coordinate with relevant business units / branches on recovery action of delinquent clients of recovery buckets
- Responsible in identifying problematic / high value cases proactively and provide amicable settlements options to recover the dues from NPL/stage 3.
- Ensure to maintain a strong relationships with key clients
- Maintain accuracy in information provided to internal/external stake holders
- Minimize customer complaints by resolving customer problems in timely manner
- Ensure high level of customer service orientation and application of Bank's policy

## THE PERSON

- Be fully or part qualified in Banking/ Finance or possess an equivalent professional qualification
- Possess over 7 years of experience in Collections & Recoveries will be an advantage
- Be a good team player and possess the ability to work under pressure
- Attention to detail and possess strong analytical skills
- Possess excellent interpersonal and communication skills
- Possess excellent negotiation skills

Please log into <https://www.ndbbank.com/careers> to apply by **14<sup>th</sup> December 2023**.

Position is at Executive Level



We will correspond only with the shortlisted applicants

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Vice President Human Resources