



External Job Vacancy Announcement

Job Title : **Head of Arrears Management**

AccessBank Liberia is looking for talented and ambitious candidates with requisite skills to occupy the position of **Head of Arrears Management**

AccessBank Liberia Limited, shareholders are multinational entities including AccessHolding, African Development Bank and European Investment Bank.

The overall objective of the Head of the Arrears Management is to manage institutional arrears and recovery operations to minimize losses arising from default through efficient and effective implementation of arrears management processes, collateral management systems, and recovery through the legal system.

General responsibilities:

- a) Monitoring the daily arrears position, including PAR>1 and PAR>30 by reviewing/printing necessary reports and following up with credit staff and recovery officers;
- b) Assessing the quality of the credit exposure portfolio and concentration of risks, business sectors, currencies, maturity, products, amounts, branch, market etc. and identifying the general and specific reason for PAR growth;
- c) Supervising and monitoring the loan officers under the “lending stop” or “restricted lending “measures.
- d) Supervising and monitoring the loan handover process in case of resignation/dismissal of the credit staff;
- e) Monitoring and analyzing overdue situation and recovery activities at the branch level to ensure that all needed recovery steps are undertaken since the 1st day of overdue;
- f) Reviewing the overdue loans in the portfolio of loan officers, recovery officers and legal department and conduct recovery committees (including head office and legal recovery committees) according to credit procedures
- g) Coordinating communication with legal department on problem credit exposures for legal recovery;
- h) Supporting legal recovery committees and conducting follow up on loan recovery actions for all problem loans in legal department;
- i) Monitoring executions and coordinating follow up on all recovery committee decisions.
- j) Organizing recovery committees for cases proposed for restructuring.
- k) Monitoring the status and portfolio of restructured credit exposures.
- l) Supporting branches, loan officers and recovery officers in daily recovery activities, including random visit to overdue clients.
- m) Managing the activities of recovery officers including performance reviews, monthly targets and results, reporting and direct support and coaching;
- n) Monitoring and following up on the efficiency of the process and reporting the results of recovery officers to the management and taking decisions on the following steps and strategy in the recovery;
- o) Preparing and submitting to management all necessary reports about PAR, NPL, written off loan portfolio, restructured loan portfolio, loan recovery and collections of repayment, collaterals, results and productivity of all staff responsible for loan recovery operations.

1. Other duties and responsibilities

a) Organizational

- i. Organizing regular PAR and recovery relevant meeting to exchange information amongst recovery officers, branch management and credit staff to discuss challenges and provide solutions;
 - Weekly/monthly/quarterly departmental meetings;
 - Recovery committees according to branches and head Office schedules.
 - Adhoc Meetings to share and seek information for decision-making.
- ii. Reviewing procedures and operations on arrears management, identifying process weaknesses and operational risks and suggesting solutions for improvement.

b) Employee Development

- i. Ensuring and monitoring efficient staffing levels in the department, initiate proposals for hiring, transfers, promotions etc.
- ii. Ensuring that employees know what their responsibilities, tasks and roles are and how to perform them
- iii. Developing of employees' skills through training, coaching and further measures:
 - On-the-job coaching of employees to improve work performance
 - Conducting regular in-house training for departmental staff to improve knowledge of and compliance with ABL regulation, procedures, standards, processes and manuals.
- iv. Conducting performance assessment and career development reviews with direct subordinates.
- v. Selecting of right potentials: close supervision and regular evaluation of new hires

Required Skills and Working Experience

- 3 years work experience in branch management, in risk management, or as head/deputy head of sector/unit of credit department.
- Must have a thorough knowledge of credit, recovery and risk policies, procedures, standards, processes and all risk management related tools and IT support systems.
- Strong analytical, technical and problem-solving aptitude/skill.
- Professional, ethical and discretion when dealing with confidential information.
- Strong communication (verbal and written) and interpersonal skills and presentation abilities.
- Committed, responsible and able to work under pressure and limited time frames.
- Ability to carry out the work on an independent basis as well as in working groups and teams.
- Good planning and organizing skills.
- Computer literacy: Microsoft word and Excel

If you are interested and fulfill the above mentioned requirements, please send your application, as well as your cover letters and CV including testimony of all relevant documents to the Human Resources Department, AccessBank Liberia, 20th Street Sinkor or via email: hr@accessbank.com.lr Deadline for this vacancy is **Friday, April 30, 2021**.

PLEASE NOTE THAT ONLY SHORTLISTED CANDIDATES WILL BE CONTACTED.