**The Role: Debt Collection Agents**

Location: Lagos and Nationally

Reporting into the Business Manager, your job will be to manage customer accounts that fall into arrears by effectively and efficiently collecting debts on these accounts.

You’ll be responsible for the collection of assigned debtors, ensuring the maximum cash is collected, bad debts are kept to a minimum and debtor day targets are met, which will be achieved by communicating professionally and maintaining a high level of professionalism with your assigned clients.

You need to come from either a Sales (business development, sales manager, field sales etc), Police, housing officer, immigration service, support worker, military, security or Prison service background.

Candidates need to be disciplined, confident, persuasive and enjoy a challenging environment

All roles are self-employed, earnings are not capped and there is a good platform to build an excellent career and revenue. Successful candidates may need to pass the Criminal Records check process.

Responsibilities for the role of Collections Officer

\* Contacting existing borrowers who are in arrears for proposals and repayments
\* Monitoring loan payments from completion until redemption
\* Contacting borrowers re direct debit and cheque returns
\* Instructing our solicitors to initiate court action and repossession action where required and as a last resort
\* Collecting payments by bank transfers
\* Dealing with telephone queries from clients, solicitors and any other third parties

The Person

\* Previous experience working within the financial services industry is desirable
\* Previous experience working within a debt collections role is desirable
\* Basic knowledge of Microsoft Word and Excel is essential
\* Basic knowledge of litigation processes is desirable
\* GSCE/GCE qualifications in both maths and English