



Job Title: Loans Administrative Officer

Department: Loans

Job Summary

Provide support in delivering excellent customer service.

Main Responsibilities

- Gather documents to ensure compliance with the Board's policies/relevant guidelines/laws and perform filing.
- Update the loan information system.
- Prepare and submit approved loan proposals to customers.
- Inform clients about rejected loans.
- Verify all conditions before disbursing a loan.
- Prepare and submit loan disbursement instructions to Finance department.
- Communicate with surveyors, notaries and legal advisors to ensure that advice/reports/payments are obtained/made within set deadlines in applicable SLAs.
- Inform client about the maturity of their loan in a timely manner.
- Cancel payment instructions and refund any excess amount after verification of overdue of any other accounts held by client.
- Release collaterals upon full settlement of loan.
- Archive clients' loan after full settlement of loan.
- Answer promptly to customer query and ensure confidentiality of information by disclosing it only to authorized recipients.
- Update MCIB about any changes and loan's data.
- Send loan statements and interest certificates for tax purposes in a timely manner.
- Meet standards to achieve objectives set by specific marketing campaign.

Job Requirements

- HSC
- A minimum of 2 years of relevant experience
- Result-orientated with planning and organisational ability
- Strong communication and interpersonal skills
- Self-confident, committed, enthusiastic and able to work under pressure

Interested candidates are requested to send their CV on recruitment@mua.mu

The company reserves the right to call only the best qualified candidates for the selection exercises.
Applications received after the closing date might not be considered.
The company also reserves the right not to proceed with the vacancies.