



## **Job Title: Loans Administration 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.
- Update the loan information system.
- 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 delays set in applicable SLAs.
- Inform client the maturity of their loan in a timely manner.
- Cancel payment instructions and refund any excess amount after verification of overdue any other accounts held by client.
- Release collaterals upon full settlement of loan.
- Archive clients' loan after full settlement of loan.
- Engage on a regular basis with customers to obtain information for debt recovery process and inform debtors of their position and the procedures that will be followed to recover the debt.
- Update and maintain systems to ensure that all recovery measures are based on correctly held data.
- Engage with customers and reach a realistic and affordable repayment plan which is informed where possible by an accurate financial statement.
- Advise reporting line on issues affecting the debt recovery processes, in general terms and on individual cases.
- Maintain an extensive knowledge of statutory requirements and recognise good practice in connection with accounting and recovery procedures.
- Discuss with the manager of appropriate courses of action to be taken to recover delinquent debtors.

- Communicate with the Legal Department and other professionals, including attorneys at law, ushers, surveyors, notaries, barristers at law, legal advisors, custodians, towing services and so on, to ensure that advice/reports/payments are obtained/made within delays set in applicable Service Legal Agreement and maintain a register of receipts and payments.
- Assess rescheduling requests and payment arrangement plans from debtors, drafting of rescheduled repayment terms and making appropriate recommendations to the manager for approval.
- Communicate name of bad debtors for inclusion on special list, update regularly the Litigation Register of the company and provide/seek support to/from the Legal Department
- Categorize and provide information to the Credit Analyst to feed in the credit analysis models.
- Ensure release of seizures and collaterals after full repayment of the outstanding loan amount.

## 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](mailto: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.