



EMPLOYMENT OPPORTUNITY

Bank of the Bahamas Limited, the institution of first choice in the provision of financial services, seeks to identify suitable candidates for the position of:

Recovery Officer

Key Responsibilities:

- Managing a portfolio of delinquent accounts (60 – 89 days loans and credit cards), acting in a Managing a portfolio of charged off accounts, acting in a timely manner to identify risks associated with those accounts; enabling prompt action to maximize the Bank's recoveries;
- Conducting timely and constructive collection activity by telephone, letter, field visit, or other appropriate means; effectively utilizing the Problem and Resolution identification method, to facilitate prompt finalization of the account;
- Assessing the customer's financial position to determine if there is an opportunity for a restructure and recommending additional concessions (i.e. rate reduction, write-off, etc.) where such concessions would place the customer in a better position to repay the loan
- Ensuring all security deficiencies are addressed/corrected in the restructure proposal, thereby restoring the Bank's security position;
- Completing the necessary forms for the processing of an approved restructure in accordance with the terms and conditions of the approval;
- Placing customers on a token payment arrangements or settlements for unsecured loans, where a restructure is not possible and monitoring the account for those payments;
- Preparing timely recommendations for write-off where the customer has settled the judgement balance or the settlement amount and also in cases where the account is not collectible.

Minimum Requirements:

- Proven oral and written communication skills to optimize collection effectiveness.
- Sound knowledge of the Bank's systems, and more particularly, of automated collection systems.
- Sound knowledge of PC based applications and software to use as tools
- Organizational skills and the ability to prioritize and deal with a variety of tasks and situations on an ongoing basis.
- Very good negotiation and analytical skills in order to coordinate and present and/or review proposals to/from customers and suppliers.
- Very good written skills as collection related correspondence must be presented in an informative, concise and professional format.
- Associate's degree or five (5) years banking experience

Benefits include: Competitive salary commensurate with experience and qualifications; Group Medical (includes dental and vision) and life insurance; pension scheme.

We thank all applicants for their interest, however only those candidates selected for interviews will be contacted.

Interested persons should apply no later than **December 21, 2023** to:

Email: hr.apply@bankbahamas.com