



External Job Posting

Assistant Manager, Commercial Recoveries

Bank of The Bahamas Limited is a premier financial institution committed to delivering superior service, fostering financial growth, and driving innovation in the banking sector. As we continue to strengthen our operations, we are seeking a highly motivated and experienced **Assistant Manager, Commercial Recoveries** to join our Delinquency Management team. This role is critical in managing and recovering non-performing loans within our Commercial Credit Portfolio.

Position Overview: The **Assistant Manager, Commercial Recoveries** is responsible for overseeing the effective recovery and management of non-performing commercial loans. This includes monitoring and administering problem accounts, maintaining customer relationships, and protecting the Bank's interests. The role also supports the Backend Collections Manager in managing the non-accrual loan portfolio, with a focus on minimizing losses and ensuring operational excellence.

Key Responsibilities:

- Manage assigned non-performing commercial loan accounts through proactive monitoring and customer engagement.
- Identify credit risks promptly and take appropriate action to secure the Bank's position.
- Recommend legal actions, repossession of collateral, or other recovery strategies as necessary.
- Negotiate payment arrangements, restructures, and settlements with customers to maximize recovery.
- Maintain accurate records of customer interactions, account statuses, and recovery activities.
- Ensure compliance with all banking policies, procedures, and relevant laws, including KYC and AML regulations.
- Provide timely and professional responses to customer inquiries and concerns, ensuring customer satisfaction where possible while protecting the Bank's interests.
- Prepare correspondence and reports related to customer accounts, collections, and legal matters.
- Collaborate with internal stakeholders including Branch Managers, Relationship Officers, and external partners such as lawyers, property managers, and recovery agents.
- Maintain confidentiality and accuracy in all customer and bank-related information.
- Recommend improvements to collection strategies, processes, and policies to enhance efficiency and recovery outcomes.

Minimum Qualifications & Experience:

- Associate Degree or higher in Business, Banking, Finance, or related field.
- Minimum of 3-5 years experience in collections, credit risk, commercial recoveries, or a related banking role.
- Strong knowledge of lending, collections, and legal recovery processes.
- Sound understanding of commercial banking products and services.
- Excellent negotiation, analytical, and decision-making skills.
- Proficient in Microsoft Office Suite and core banking applications.
- Strong written and verbal communication skills with the ability to handle difficult conversations professionally.
- Ability to work under pressure, prioritize tasks, and meet deadlines in a fast-paced environment.
- High level of integrity, confidentiality, and professionalism.

Why Join Us?

- Be part of a high-performing team that values innovation and excellence.
- Competitive salary, performance-based incentives, medical insurance (including life, dental, and vision), and a robust pension plan.
- Be part of a team that values your expertise and invests in your success!

Deadline to Apply: Monday, July 8, 2025 at 4:30pm.

Application Submission: Please email your application to hr.apply@bankbahamas.com.