



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:

Frontend 30 Days Delinquency Officer

Key responsibilities:

- Managing a portfolio of delinquent accounts (16 – 59 days loans and credit cards), acting in a timely manner to identify risks associated with those accounts; enabling prompt action to minimize loss and secure the Bank's position;
- Responsible for obtaining at least 30 contacts per day on delinquent customers.
- Conducting timely and constructive collection activity by telephone, letter, or other appropriate means; effectively utilizing the Problem and Resolution identification method, to facilitate prompt finalization of the account;
- Utilizing all methods available while Skip Tracing customers (i.e. References, Social Media, Field Calls, Bailiff assistance, etc.)
- Responsible for maintaining and setting up automatic transfers and implementing salary deductions or assignments on delinquent accounts.
- Responsible for identifying and preparing accounts for chasing (field work).
- Preparing Cure Proposals, where appropriate, for submission to CRM for approval, ensuring all necessary forms are executed by the customer where applicable
- Preparing entries for processing and submitting same for processing
- Responsible for researching accounts to determine the reason for the delinquency
- Reviewing and confirming the security position of the loan, also confirming that all security remains in place and enforceable.
- Recommending legal action and/or repossession of security pledged, to expeditiously protect the Bank's interest and minimize losses.
- Recommending appropriate changes to policies and procedures, which will maximize the recovery of delinquent accounts.
- Responsible for ensuring that accounts are properly coded once a customer is identified as no longer employed or have obtained new employment at a different job.

Minimum Requirements:

- Sound knowledge of the Bank's lending and collections policies and procedures.
- Sound knowledge of all products and services in order to address customer inquiries and offer the appropriate solution to resolve the delinquency on the accounts.
- Proven oral and written communication skills to optimize collection effectiveness.
- Sound knowledge of the Bank's Operations policies.
- 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 three (3) to 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.

Interested persons should apply no later than **December 9, 2021** to:

Email: hr.apply@bankbahamas.com