



JOB DESCRIPTION

LOANS OFFICER

SRLF's Mission

To provide loans for tertiary education at preferred rates and attractive terms in an efficient and caring manner for the advancement of the nation's human capital.

Title: Loans Officer

Department: Loans & Collections

Reports to: Senior Loans & Collections Officer

Supervises: Not Applicable

Nature of Supervision Received:

- Supervision of progress, performance and results

FUNCTIONAL AUTHORITY

Exercises Functional Authority

On aspects of the loans & collection process

Receives Functional Authority

Senior Loans & Collections Officer

JOB SUMMARY

The Loans Officer will be responsible for assisting the SRLF in achieving its loan targets by selling, facilitating and managing a portfolio of loans.

KEY FUNCTIONS

- Proactively selling all of loan products.
- Facilitating the loan application process by providing guidance to applicants.
- Building relationships with existing borrowers in an effort to prevent delinquency.
- Conduct evaluations of potential educational institutions & programs to ensure they meet established requirements.
- Assisting the marketing team in promoting the organization.

KEY DUTIES AND RESPONSIBILITIES

1. Conduct interviews with applicants in person over the phone or virtually to guide them through the application process.
2. Assist with the promotion of the organization's services in the community, on social media, electronic media etc.
3. Proactively take the initiative to increase loan applications and converting such applications to loan approvals following the established policies & procedures.
4. Maintain an average loan approval rate in accordance with the overall projected loan approvals for the financial year.
5. Perform preliminary assessment of all assigned loan applications ensuring eligibility and that all proposed security are properly documented.
6. Conduct evaluations of institutions & programs to determine compliance with established policies.
7. Assess and prepare applications for consideration of relevant authorizing bodies within stipulated deadlines.
8. Communicate with the clients to provide information and keep them abreast of the progress of their application.
9. Provide a meaningful and positive experience with every customer interaction.
10. Prepare position papers on behalf of loan beneficiaries as required.
11. Approve within delegated authority or recommend requests for accommodations to the appropriate approving authority.
12. Ensure that disbursements of loan proceeds are done as required.
13. Maintain contact with customers on the assigned portfolio during their study period to monitor their progress and build relationships.
14. Coordinate the submission of transcripts from borrowers during their study period.
15. Monitor assigned loans portfolio to identify accounts that are in arrears and take appropriate action within guidelines.
16. Coordinate the activation of salary deductions and other automatic payment methods for loans going into repayment and for loans in arrears.
17. Contact delinquent beneficiaries/sureties to discuss an agreement on the repayment of loans.
18. Monitor payment agreements for compliance by beneficiaries/sureties monthly and escalate to Senior Loans & Collections Officer as necessary.
19. Document information pertaining to beneficiaries/sureties contacted, their contact details and agreements made.
20. Keep information in the loan database for assigned portfolio current e.g. addresses, e-mail addresses, contact numbers, employment information.
21. Prepare activity and related reports within the stipulated timeframes.
22. Any other related duties.

LIAISES WITH

Internally:

- All staff

Externally:

- Delinquent Borrowers
- Delinquent Sureties
- Individuals making payments on behalf of delinquent borrowers

Authority To:

- Not Applicable

KEY RESULTS AREAS / PERFORMANCE CRITERIA

This job is satisfactorily performed when:

- Loan approvals with good quality loans increase
- Delinquent accounts are identified within the stipulated timeframe
- Accurate and timely information on relevant delinquent loan portfolio activity is maintained
- Accurate and timely reports are prepared
- Compliance with established policies and procedures is achieved
- Customer service is delivered in a professional manner
- Confidentiality and integrity are maintained

JOB REQUIREMENTS**Qualifications**

- A degree in Management, Banking & Finance, Accounting or related field
- Caribbean Vocational Qualification (CVQ) Certificate in Customer Service or related qualification
- Training in credit management & collections

Knowledge

- Employment Rights Act
- Credit administration principles, practices and procedures
- Business management procedures
- Microsoft Office especially Excel

Skills

- Excellent quantitative skills
- Excellent Negotiating skills
- Ability to maintain a high level of confidentiality
- Excellent persuasion skills
- Attention to detail
- Excellent interpersonal skills
- Good time management skills
- Excellent organizational skills

- Excellent customer service skills.
- Highly self-motivated
- Deadline and results-driven
- Excellent oral and written communication
- Ability to work speedily and accurately under pressure

Experience

- A minimum of two (2) years' relevant experience

WORKING CONDITIONS

Effort – Physical

- Involves the use of a keyboard and looking at computer screens for extended periods.
- Moderate visual demand from viewing a computer screen.
- Standard office equipment, including, photocopier, printer, adding machine, facsimile, shredder, scanner

Working Environment

- Normal office environment
- Required to communicate with delinquent borrowers/sureties

Machinery/Equipment Used

- Standard office equipment, including, photocopier, printer, adding machine, facsimile, shredder, scanner
- Computer

Mental Pressure

Normal mental pressure

Working Hours

- Non-shift
- 8 hours per day
- May be required to work overtime occasionally