

## Collections Agent – Nakuru at Ilara Health

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Company: JobWebKenya

Location: Kenya

Category: office-and-administrative-support

### Job Description

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Ilara Health brings accurate and affordable diagnostics to the million people in Africa who today struggle to access a simple blood test. We distribute low-cost, AI-powered diagnostic devices directly to primary care doctors in peri-urban and rural clinics, where the availability of common diagnostics is very poor. Our proprietary software integrates all the devices that we distribute and enables the doctor to provide effective patient management. We use technology to bring light to a dark world of healthcare in a similar way technology has leapfrogged landlines, banking and electricity grids.

### The role

The Collections Agent is responsible for managing and collecting accounts receivables. They will be responsible for contacting customers who have outstanding payments, negotiating payment arrangements, and maintaining accurate records of all interactions.

### Responsibilities:

Contacting debtors: Initiate contact with debtors through various channels to discuss outstanding debts and establish repayment arrangements.

Negotiating payment plans: Engage in negotiations with debtors to agree on suitable payment plans, taking into consideration their financial circumstances and our company's guidelines.

Documentation and updates: Maintain accurate and detailed records of all communications

and payment agreements with debtors in our database, ensuring timely updates and documentation of progress.

**Achieving targets:** Meet or exceed assigned collection targets and objectives, demonstrating strong motivation and determination to maximize commission earnings.

**Providing exceptional service:** Deliver a high level of customer service, ensuring debtors feel respected and supported throughout the collections process.

## **Requirements**

1-2 experience in collections or a related field

Some proficiency in CRM system e.g Hubspot, Zoho, Hudo, Microsoft Office, is an added advantage

Must have a laptop

Having a motorbike with an active drivers license is an added advantage

## **Who You Are**

Excellent communication and negotiation skills

Strong attention to detail and ability to manage multiple tasks simultaneously

Ability to work independently and as part of a team

Ability to maintain a positive attitude and work well in a fast-paced environment

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