

Credit Collections Lead at Pezesha

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Company: JobWebKenya

Location: Kenya

Category: business-and-financial-operations

Job Description

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Pezesha, has created a holistic financial marketplace for MSMEs. By offering lending, financial education, and debt counselling to borrowers, plus a proprietary credit scoring system to vet MSMEs without a credit history, derisking lending to SMEs. Lower Risks bring commercial banks and capital providers onto Pezesha platform. As a collaborative structure, Pezesha is helping to tackle the \$19 Billion financing gap for SMEs. Pezesha is led by a highly experienced and passionate local team with more than 10 years local and international experience in fin-tech, management of growth and technology companies, and unparalleled local market knowledge and reach.

Ref: -Credit Collections Lead

About Job

As a **Credit Collections Lead** you will be expected to manage the day-to-day operations of the company's collections department across all markets. You will oversee a team of individuals to achieve the following performance metrics designed to maintain the Pezesha portfolio quality at all times by ensuring;

Customers pay as at when due

High recovery rates on late loans

Credit product and scoring iteration from customers feedback

Resolution of reconciliation issues

Maintain high degree of efficiency within the collections team

Key responsibilities:

Manage the PAR buckets collections process across all operational markets by ensuring the implementation of collections processes and policies and monitoring the performance of the collections team across all operational markets

Identify and manage collections transition stages across NPL and write offs

Design periodic experiments to achieve portfolio quality targets with the data team

Monitor qualitative trends in not due portfolio to identify potential risk factors

Manage external debt collectors to achieve stated collections targets

Collaborate with In-house legal to pursue claims on defaulted collateralised clients

Maintain weekly reporting on PAR transitions across different buckets and underlying repayment behavior

Manage customer feedback loop and ensuring implementation of results to improve customer service, loan products and credit scoring

Ensure resolution of reconciliation issues between the collection team, the finance team and the tech team

Collaborate with Data and Finance team to iterate credit risk policy, especially to ascertain provisions staging of loan receivables and write-off of Stage 3 impaired assets

Directly managing key customer accounts as assigned by the COO

Recommending ways to improve collections processes to management

The skills you'll bring include:

Bachelor's degree

Minimum of 6 (Six) years of commercial banking credit portfolio management experience, preferably within a post-seed Fintech

Must have owned and demonstrated a continuous process improvement KPIs in the last 3

(three) years of work experience

Must have strong leadership, interpersonal and communication skills

Experience in assessing a business's financial performance and key risk indicators, managing credit lines, identifying credit solutions

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