

Field Credit Collections Associate - Kisumu

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Company: SunCulture Kenya Limited

Location: Kisumu

Category: office-and-administrative-support

DepartmentCredit

Position : Credit Collections Associate

Reporting to : Debt Recovery Manager

About SunCulture

Founded in 2012, SunCulture's Vision is to build a world where people take control of their environment in rewarding and sustainable ways. We do this by developing and commercializing life-changing technology that solves the biggest daily challenges for the world's 570 million smallholder farming households. Over the last 5 years, the company has grown significantly and now has employed 100+ people around the world.

About the Role

The Field Credit Collection Officer will be required to support our credit management operations by facilitating the collection of outstanding payments from customers. The ideal candidate will possess strong communication and negotiation skills, as well as the ability to build positive relationships with customers while ensuring adherence to credit policies and procedures.

Key Responsibilities

- Conduct field visits to customers' premises to collect outstanding payments and resolve payment issues.

- Negotiate payment arrangements and terms with customers to ensure timely repayment

of overdue accounts.

Educate customers on the importance of timely payments and provide assistance in understanding their credit obligations.

Maintain accurate records of customer interactions and payment activities using designated software or tools.

Collaborate with internal teams, including sales and credit administration, to address customer concerns and resolve payment disputes.

Identify and escalate high-risk accounts or delinquent customers to the Credit Manager for further action.

Provide regular updates on collection activities and customer feedback to management.

Follow up with customers on payment commitments and monitor adherence to agreed-upon payment schedules.

Assist in the development and implementation of strategies to improve collection efficiency and reduce outstanding receivables.

Adhere to company policies, procedures, and regulatory requirements related to credit collection activities.

Qualifications

Diploma or bachelor's degree in Business Administration, Finance, Accounting, or a related field.

Previous 1 -2 years' experience in credit collection or a similar role, preferably in the renewable energy or financial services industry.

Strong negotiation and persuasion skills, with the ability to effectively communicate with customers from diverse backgrounds.

Proficiency in using mobile devices and software applications for recording and reporting purposes.

Ability to work independently and prioritize tasks in a dynamic and fast-paced

environment.

Excellent problem-solving abilities and attention to detail.

Familiarity with local regulations and compliance standards governing credit collection practices in Kenya.

Valid driver's license and willingness to travel extensively within assigned territories.

Fluency in English and Swahili languages required.

Interested?

Please apply online via this job portal. We respond to all candidates however only shortlisted candidates will be interviewed.

Please Note

SunCulture is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to age, ancestry, color, family or medical care leave, gender identity or expression, genetic information, marital status, medical condition, national origin, physical or mental disability, political affiliation, protected veteran status, race, religion, sex (including pregnancy), sexual orientation, or any other characteristic protected by applicable laws, regulations, and ordinances.

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