

Relationship Officer at Stellar Human Resource Solutions

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Company: JobWebKenya

Location: Kenya

Category: business-and-financial-operations

Job Description

We are a Human Resource Management Consulting Company based in Nairobi Kenya providing a comprehensive range of Human Resources Solutions with your business needs and focus in mind.

Roles and responsibilities:

Processing of loans for new and existing clients.

Due diligence including background checks, checking authenticity of collaterals, search, IDs, Work place, premise/business visits, Logbooks, Titles, Receipts,

Previous Lenders, CRB, IPRS.

Provision of Account Statements.

Maintenance of the income and expenditure file.

Overall management including entries and records of new and existing clients on a daily basis.

Conducting market research for development of new products.

Preparation of daily reports as needed.

Maintenance of organization database and software for security purposes.

Coordinate disposal and sale of repossessed cars.

Coordinate repair of all office vehicles, management and maintenance of the asset (Motor vehicles, Land, Laptops, Titles etc.) register.

Plan and implement sales.

Customer retention and development.

Monitoring of new and existing portfolios.

Management and monitoring of delinquency.

Manage sales and marketing resources according to the agreed budget.

Delivery on customer care services.

Other tasks/projects as assigned.

ROLE REQUIREMENTS:

Must have at least 2 years past experience in collection/ the above role.

Must have Strong communication and presentation skills

Must have Fine-tuned telephone etiquette Must have excellent negotiation skills

Must be a quick learner with the ability to prioritize, take ownership and ensure projects and tasks are completed to a high-quality standard proficient in Ms Office skills, Ms Word, PowerPoint and excel highly motivated and proactive team player

Must have ability to work independently

Must have product knowledge in collection

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