

JOB DESCRIPTION

Date: June 2024

JOB POSITION: Recovery Agent

REPORT LINE: Recovery Manager

JOB DESCRIPTION

Responsible of the day-to-day management for all unpaid rentals, recovery and collections files debt 0-90 days within its portfolio and sector assigned.

RESPONSABILITIES AND MAIN FUCTIONS

- Contact customers and help them to understand the terms and conditions of the credit contracts they have contracted.
- Ensure that all important information relating to customers (problems, incidents, warnings, suspicious transaction, complaints, among others) is correctly reported and included in the systems.
- Codification and follow-up with the necessary documentary support of all the actions carried out with respect to a file.
- Visit to debtors when required.
- Participates in the delinquency and recovery committees providing relevant information. Delinquency reporting.
- Reporting.
- Participates on the asset management process, assets repossession and remarketing for delinquent contracts in Legal, receivership process or under negotiation.
- Responsible for achieving the CoR budget assigned on its portfolio.
- Used to work to law firm.

COMPETENCIES AND SKILLS

- Degree in Economics, Business Administration or similar qualifications, valuable.
- Minimum 3 years of experience in recovery specifically in leasing/renting sector.
- Knowledge desirable: expertise in leasing and renting, equipment finance business, ifrs9, asset management, asset repossession.
- Negotiation skills and outstanding communication. Ability to identify opportunities and constraints of a negotiated recovery.
- General knowledge of equipment types (construction, agriculture, machinery) and residual values.
- Data management issues, ability to synthesize in a pragmatic approach, good IT and report writing skills. High level of Excel and Power Point, knowledge valuable in other tools.
- English fluent written and spoken.
- Own vehicle.