



Simple. Fast. Affordable

VACANCY ANNOUNCEMENT

Serving over 36,000 clients in 17 districts of the Mid-Western and Central region(s) of Uganda, **ENCOT Microfinance Limited (ENCOT)** is a social impact, fast growing and innovative MFI operating a network of 10 branches of **Hoima, Masindi, Kigumba, Kagadi, Nakasongola, Kawempe, Luweero, Bweyale, Katikara and Karuguuza**. ENCOT's mission is to provide microfinance services to low-income smallholder farmer communities, most especially women, to allow them curve their own paths out of poverty through creation of own jobs. ENCOT is seeking to recruit dynamic, self-motivated and result oriented professionals to urgently fill the following positions:

RECOVERY & COLLECTIONS SUPERVISOR (01)

Location: Head Office

Purpose of this position

The purpose of this position is to provide leadership to the Recovery and Collections Agents in the day-day recovery operations at the designated branch. He/she is responsible for managing the administration of "Bad Debt Recovery" and making sure that the Recovery actions uphold and respect the law and clients' dignity.

Key Duties and Responsibilities:

- To plan, lead, organize and control the Recovery and collections agents to ensure that recovery operations are executed to meet the set targets on a monthly basis.
- To motivate and support the Recovery and collections agents.
- To conduct daily recovery meetings.
- To prepare and provide daily reports to the Head of Credit.
- To identify options available to customers who are facing pending court action in order to come to mutually acceptable arrangements which prevent further litigation action.
- To collectively set up repayment plans and new terms of sale, offer advice or refer clients to the Head of Credit.
- To competently and professionally perform any other duties as assigned by the Head of Credit.

Core capabilities:

- High level of honesty, integrity and accountability.
- Ability to achieve results while working with little supervision.
- Ability to work in teams and influence others.
- Ability to work with rural communities especially the poor.
- Ability to communicate effectively and fluently in English, Runyoro and basic Kiswahili/Luganda.
- Good attention to details.
- Willingness and ability to competently and professionally perform other duties as may be required by your supervisor.

Education and Experience

- Minimum of Diploma in Social Work, Education, Business Administration or any other related field.
- Hands on experience in debt collection or credit operations is an added advantage.

Qualified and interested candidates should submit their applications in PDF format (Cover Letter, CV and Copies of relevant academic documents) by email to hr@encot.org by 5:00 pm, Monday 19th September, 2022. All applications should be addressed as below:

The Human Resource Officer
ENCOT Microfinance Ltd
Plot 88 Port Road, Masindi
P.O. BOX 389, Masindi

Any documents submitted to ENCOT for application purposes shall not be recalled.

Please note that only shortlisted candidates will be contacted.