



Job Description

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Job Title Collection Manager - Uganda	Job Location Kampala	Category -
Job Type Full Time	Job level Manager	Industry -
Open to Expatriates Open to Expatriates & Local Nationals		

Minimum Requirements

Min Budget -	Max Budget -	Primary Industry -
Secondary Industry -	Primary Category -	Secondary Category -
Certificate -	Qualification -	

Summary

We are seeking for a proactive and results-driven Collection Manager will be responsible for managing a team of collection agents and ensuring that the organization's collections efforts are properly conducted and that the expected results are achieved. This entails overseeing the day-to-day activities of the collections group, ensuring compliance with relevant laws and regulations, communicating with customers, and making process improvements to increase collections efficiency.

Responsibilities

- Supervise and manage the collections team to ensure compliance with company policies.
- Develop and implement collection strategies to achieve collection targets.
- Monitor team performance and productivity metrics regularly.
- Handle escalated collection issues and negotiations with clients.
- Train new team members on best practices and tools used in collections.
- Prepare reports on collection activities and results for senior management.
- Collaborate with other departments to resolve disputes related to accounts receivable.
- Establish and maintain relationships with customers to facilitate payment processes.
- Conduct regular meetings with the team to discuss challenges and successes.
- Analyze data to identify trends and opportunities for improvement in collection methods.

Education & Qualifications

- Bachelor's degree in Finance, Business Administration, or related field.

Requirements

- 3-5 years of experience in collections or accounts receivable preferably in fintech or banking industry.
- Proven leadership experience in managing a team.
- Familiarity with collections software and Microsoft Office Suite.

Characteristics

- Strong analytical skills and attention to detail.
- Excellent communication and negotiation skills.
- Knowledge of industry regulations governing collections.
- Experience in training and developing team members.

- Strong problem-solving skills and ability to work under pressure.
- Basic understanding of financial statements and credit reports.

Reporting To

Head of Operations

Driving Licence

Not Required

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