



Job Description

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Job Title Offline Collection Supervisor- Uganda	Job Location Kampala	Category -
Job Type Full Time	Job level Supervisory	Industry Fintech
Open to Expatriates Open to Expatriates & Local Nationals		

Minimum Requirements

Min Budget -	Max Budget -	Primary Industry Fintech: 3 Years
Secondary Industry -	Primary Category -	Secondary Category -
Certificate -	Qualification -	

Summary

Offline Collection Supervisor will be responsible for overseeing and managing the collection team that handles in-person debt recovery and payment follow-ups. This role ensures compliance with company policies, ethical standards, and regulatory requirements while maximizing recovery efficiency.

Responsibilities

- Supervise and lead a team of field collection agents.
- Plan, assign, and monitor daily collection activities.
- Ensure adherence to collection policies, legal guidelines, and ethical practices.
- Track performance metrics (e.g., recovery rates, agent productivity).
- Handle escalated cases and negotiate settlements with customers.
- Conduct regular training and coaching sessions for collection staff.
- Prepare and present collection reports to management.
- Coordinate with other departments (finance, legal, customer service) for smooth operations.
- Implement strategies to improve collection efficiency and reduce delinquency.
- Ensure safety and professionalism during field visits.

Education & Qualifications

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

Requirements

- 3–5 years of experience in debt collection, with at least 1–2 years in a supervisory role.
- Familiarity with offline/field collection processes.
- Fluency in English.

Characteristics

- Strong leadership and team management skills.
- Excellent negotiation and communication abilities.

- Knowledge of debt collection laws and compliance standards.
- Analytical mindset with ability to interpret data and reports.
- Problem-solving and conflict resolution skills.
- Ability to work under pressure and meet targets.
- Proficiency in MS Office and collection management systems.

Reporting To

Operations Manager

Driving Licence

Not Required

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