



Job Description

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Job Title Online Collection Agent - Uganda	Job Location Kampala	Category -
Job Type Full Time	Job level Junior	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

Online Collection Agent is responsible for executing digital debt recovery activities by engaging customers through online platforms to collect outstanding payments in a professional, ethical, and compliant manner. The role focuses on timely follow-ups, negotiation of payment commitments, accurate record-keeping, and maintaining positive customer relationships while achieving assigned collection targets.

Responsibilities

Collection Operations

- Conduct debt collection activities through digital channels including SMS, email, chat platforms, and outbound calls where applicable.
- Follow up on overdue accounts in line with agreed collection strategies and timelines.
- Negotiate payment commitments and guide customers on available repayment options.
- Update customer records accurately in the collection system after each interaction.

Customer Engagement

- Communicate with customers professionally, respectfully, and empathetically at all times.
- Address customer inquiries related to outstanding balances, payment methods, and due dates.
- Handle objections and concerns tactfully while working towards successful payment resolution.
- Escalate complex or sensitive cases to the Supervisor when required.

Compliance & Quality Assurance

- Adhere strictly to company policies, data privacy standards, and debt collection regulations.
- Ensure all communication complies with approved scripts and regulatory guidelines.
- Protect customer confidentiality and sensitive financial information at all times.

Performance & Reporting

- Achieve individual collection targets, including recovery rates and response timelines.
- Maintain accurate daily activity logs and collection records.
- Submit required daily or weekly performance updates to the Supervisor.

- Actively participate in coaching sessions and performance reviews.

Continuous Improvement

- Identify recurring customer issues and share insights with the Supervisor.
- Apply feedback and training to improve negotiation effectiveness and productivity.
- Support process improvements and adoption of new digital tools as introduced.

Education & Qualifications

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

Requirements

- 1-3 years of experience in debt collection, credit control, or customer service.
- Proven supervisory or team leadership experience.
- Strong knowledge of online communication tools (CRM, chat systems, email platforms).
- Excellent negotiation, conflict resolution, and interpersonal skills.
- Analytical mindset with ability to interpret data and drive performance.

Characteristics

- Digital communication proficiency.
- Problem-solving and decision-making.
- Time management and organizational skills.
- Knowledge of debt collection laws and compliance standards.

Reporting To

Collection Supervisor.

Driving Licence

Not Required

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