



1 in 4 people do not have access to electricity

*We are an equal employment opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, national origin, disability status, protected veteran status or any other characteristic protected by law.*

## **JOB DESCRIPTION: FIELD RETENTION MANAGER**

**Job Location:** Kampala Uganda

**Reporting to:** Head of Sales and Distribution-Country

**Direct Reportees:** Field Retention Managers and Executives

### **Position Description**

Responsible for ensuring that debt which is owed to the company is paid as quickly as possible. In addition, the manager oversees a team of field collectors (staff) whose job is to contact individuals who are late in making payments on products they have received.

### **R&Rs**

- Coordinate activities of staff members to ensure a smooth and efficient revenue collections portfolio that reduces the number of cases that default payment.
- Oversee the collection of outstanding credit to minimize profit loss while ensuring it is handled appropriately and per company policy.
- Create and implement strategies to increase the number of successful collections on outstanding debt.
- Recruit, hire, train and evaluate staff members within the section to ensure a sufficient number of staff members are available to handle the workload.
- Develop goals that complement the overarching business goals of the company and coordinate staff to continually meet and exceed goals.
- Analyze data pertaining to the field collections section and share with regional staff and other stake holders as may be required.
- Communicate with clients to build and maintain a strong working relationship and reduce the number of clients who default payment
- The review delinquent account records to determine which customers must be contacted for collection of overdue accounts
- The organize collection work load according to degree and amount of delinquency and assign accounts to regional teams for collection.



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### **QUALIFICATIONS:**

- A bachelor's degree in business or any other related field
  - A master's degree in any relevant field will be of added advantage
- Working experience
- Minimum of five (5) years working experience with at least two (2) years managing diverse field teams.
  - Prior experience in field revenue collections will be an added advantage

### **Desired Skills**

- Must have exceptional leadership and interpersonal skills.
- Must have excellent computer skills.
- Must be able to manage employees ethically and fairly while still being firm and enforcing company rules.
- Excellent time management and multi-tasking skills.
- Must have strong negotiation and persuasion skills.
- Superior math skills.
- Must be able to effectively prioritize tasks.
- Must have excellent verbal and written communication skills.
- Must have strong problem solving and decision making skills.
- Must have good critical thinking skills and exercise sound judgment.

### **How to Apply**

Interested candidates should email to: [intern.uganda@dlight.com](mailto:intern.uganda@dlight.com) with the subject: Field Retention Manager

Deadline: 7th October 2019