



WE ARE HIRING

FIELD RETENTION EXECUTIVE

Job Location: Nigeria

Reporting to: Retention Manager

Position Description

The jobholder will be responsible for contacting clients and collecting outstanding payments with the aim of reducing the delinquency numbers for the business.

R&Rs

- Monitor accounts to identify outstanding debts
- Investigate historical data for each debt or bill
- Find and contact debtors clients to arrange debt payoffs
- Take actions to encourage timely debt payments
- Resolve billing and customer credit issues
- Update account status records and collection efforts
- Report on collection activity and accounts receivable status

KPIs

- Ensure collections are in line with set targets.
- High Collection Effectiveness Index
- High Collection Percentage

Desired Skills and Experience

- High school diploma or degree in a related field. Proven experience as a Collection Specialist or similar role will be an added advantage
- Knowledge of billing procedures and collection techniques
- Familiarity with laws related to debt collection
- Demonstrate good customer service skills while dealing with customers.
- Strong written, verbal, active listening and phone communication skills.
- Patience and ability to manage stress
- Comfortable working with targets
- Excellent communication skills (written and oral)
- Skilled in negotiation
- Problem-solving skills
- Strong problem-solving skills.
- Passion for social enterprise, development of people and environment benefits.

How to apply

- Submit CV in PDF format with the Job Title as the subject of the email to recruitment.nigeria@dlight.com
- Application deadline: 16th December, 2019.