



## **DEBT COLLECTION AGENT - JOB VACANCY**

### **Quest Holdings Ltd**

#### **Back ground**

Quest Holdings Limited is a professional debt management firm with country-wide coverage and fully fledged operations in Kenya & Uganda. QHL has mastered the debt market dynamics in East Africa to be the valued debt management partner of choice through supporting a wide coverage of clientele in the financial and commercial markets.

#### **About the Role**

We are looking for **Debt collectors** to contact debtors and claim outstanding debts towards their creditors. You will be responsible for recovering the money owed in as little time as possible.

This position requires a person who knows how to balance between empathy and collecting debt. A debt collector will have to be professional and at the same time sensitive towards people, this will ensure that as a debt collector you remain committed to the purpose and persistent in recovering the debt. Excellent communication skills and a sense of urgency are extremely useful to succeed in this task.

#### **Responsibilities**

- Keep track of assigned accounts to identify outstanding debts and repayment trend
- Plan course of action to recover outstanding payments/debts
- Locate and contact debtors to inquire of their payment status
- Negotiate payoff deadlines or payment plans
- Handle questions or complaints
- Investigate and resolve discrepancies
- Create trust relationships with debtors when possible to avoid future issues
- Update account status and database regularly
- Monitor and control portfolio performance
- Provide customers with their correct account details e.g. balances, account numbers etc.
- Negotiate payment plan where when necessary



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- Prepare of daily and monthly reports as required

### **Job Requirements**

- MS Word &MS Excel- Advanced
- Excellent Knowledge of working with Customer Support and or Customer

#### Information Systems

- Strong Analytical, Negotiation Skills and Good Problem Solving skills
- Good Communication and Interpersonal Skills.
- Fluency in both spoken and written English is a must
- Diploma in a relevant field

If you meet the requirements and are self-driven, proactive and up to the challenge, please send your resume and application letter to [hr@questholdings.biz](mailto:hr@questholdings.biz), **quoting the job title**. Please note that only shortlisted candidates shall be contacted.

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