



We are pleased to announce the following vacancy in the **Operations Department** within **Quest Holdings Ltd.** In keeping with our current business needs, we are looking for a person who meets the criteria indicated below.

**Job Title:** Team Leader

**Location:** Nairobi Kenya

**Employment Status:** Full Time

**Brief Description:**

Reporting to the **Head of Operations**, the position holder will be tasked with supervising Credit Advisers through providing Management and Maintenance of the Debt Collection Portfolio assigned to them. The position holder will be required to develop, lead, and motivate the collections staff to deliver outstanding service.

**Detailed Description:**

- Ensure total adherence to all Client SLA's
- Manage the set profitability rate of each book.
- Analyze the individual financial adviser's book performance with an aim of ensuring the attainment of the agreed collections rate
- Target setting in liaison with the Operations Manager.
- Debtor correspondence (Letters, SMS's and Emails sent).
- Manage the performance of the books under his/her control.
- Ensure compliance with the full collections processes, controls, policies, and procedures.
- Prepare the principal's monthly and adhoc reports and share the same with the Business Development and Client Relationship Management
- Ensure the monthly listings are prepared and submitted to Finance Department within the agreed deadlines and formats
- Manage the operational costs by continuously monitoring the teams under their supervision so as to achieve an increased operational efficiency
- Reviews collection reports to ascertain status of collections and outstanding balances and to evaluate effectiveness of collection policies and procedures within own portfolio
- Coordinate the exchange of information and update procedures and collection techniques
- Create an environment oriented to trust, open communication, creative thinking, and cohesive team effort

- Ensure that the team members live up to the corporate values of Quest Holdings Ltd

## **Job Requirements**

### **Key qualifying criteria**

- Diploma in a professional course. Possession of a Bachelor's Degree in any field will be an added advantage
- Three to Five years' experience in a credit related industry

### **Critical competencies for success**

- Considerable knowledge of current trends and practices in Credit Management
- Proficient computer user skills
- Problem solving and analytical skills
- Excellent people handling skills
- Excellent stakeholder management skills
- Good communication and negotiation skills

*\*Female candidates encouraged to apply*

If you feel that you are up to the challenge and possess the necessary qualifications and experience, kindly share your Resume and Cover letter with us on [hr@questholdings.biz](mailto:hr@questholdings.biz) clearly indicating **Team Leader Application** as the subject. All applications should be sent in by C.O.B **Friday 11<sup>th</sup> February, 2022.**