



Job Title: Virtual Debt Collection Agent

Location: Virtual /Remote Employment

Employment Status: Full Time

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 people who meets the criteria indicated below.

Brief Description:

Reporting to the **Team Leader-Operations**, the position holder will be responsible for contacting and notifying customers of delinquent accounts by email, telephone, or scheduling visits to negotiate payment. Duties include receiving payment proof from clients and ensuring that all payments are posted on a customer's account while keeping collection records on the Quest Collection Systems.

Detailed Description:

- Keep track of assigned accounts to identify outstanding debts
- Plan course of action to recover outstanding payments
- Locate and contact debtors to inquire of their payment status
- Negotiate payoff deadlines or payment plans
- Handle questions or complaints from customers
- Investigate and resolve any discrepancies arising from the debtors
- Create trust relationships with debtors when possible to avoid future issues
- Update account status on available databases regularly

Job Requirements

- Experience in working with targets and tight deadlines
- Knowledge of MS Office and databases
- Excellent communication and interpersonal Skills
- Strong Analytical Skills
- Excellent negotiation and persuasion skills
- Certificate or a Diploma in a business/relevant field is preferred
- Good Problem Solving skills
- Fluency in English and Kiswahili both spoken and written
- Functional Smart Phone
- Reliable Network & Fiber connection

If you are up to the challenge, share your Resume with us on hr@questholdings.biz clearly indicating **Virtual Job Application** as the subject.

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