

CEAC Outsourcing Company Limited is currently seeking a qualified and experienced candidate to fill the position of **Client Relationship Management Supervisor** for our client, **The Students' Loan Bureau**.

## **QUALIFICATIONS**

- Bachelor's Degree in Management, Business Administration, Banking or equivalent;
- Certificate in Supervisory Management, Client Relationship and/or Debt Management and/or equivalent.
- Four (4) years in Customer Service with two (2) years' in a supervisory position.

## **SPECIFIC KNOWLEDGE**

- Knowledge of credit administration and delinquency management.
- Knowledge of relevant sections of the Students' Loan Fund Act.
- Knowledge of the Bureau's lending policy.
- Knowledge of computerized accounting information systems.
- Knowledge of the Bureau's policies, regulations and practices.

## **RESPONSIBILITIES**

### ***Planning***

- Contribute to the development of the Client Relationship Management Branch's annual strategic planning process, resulting in the Branch's cascaded strategic plan and scorecard.
- Update, in conjunction with each direct report, his/her Job Accountability, ensuring alignment to the Bureau's cascaded strategic plan and scorecard.
- Update, in conjunction with direct supervisor, own Job Accountability, ensuring alignment to the Bureau's cascaded strategic plan and scorecard.
- Develop, in conjunction with each direct report, his/her individual development plan arising from the performance review process.
- Develop, in conjunction with direct supervisor, own individual development plan arising from the performance review process.

### ***Team Development***

- Constantly review the competency and performance of all team members in the Branch. Provide continuous coaching and lead the implementation of each direct report's individual development plan.

### ***Execution***

- Manage the proactive engagement and response to requests from clients assigned, with timely

and effective communication and superior customer service, ensuring that requests and queries are satisfactorily addressed and resolved to the satisfaction of clients in a timely manner.

- Manage the proposed refinancing of delinquent accounts of clients assigned, ensuring the achievement of repayment compliance objectives.
- Manage the support of clients assigned as they move through university, finding a job, and beyond, ensuring that clients receive appropriate guidance and resources to help them achieve their goals and succeed in their career paths.
- Manage the analysis of the client portfolio assigned and make recommendations for changes in keeping with the Bureau's guidelines, ensuring compliance with applicable laws and regulations.
- Manage collection process to stem the level of delinquency, ensuring timely and effective communication with delinquent borrowers.
- Manage the process for review, checking, and signing off all loans assigned that are scheduled for repayment to ensure the correct application of interest, ensuring accuracy of loan repayment calculations.
- Manage the process for generation, review, and approval of various correspondence and documents, including but not limited to repayment letters, customer balances, change of guarantor requests, graduation date extension requests, and statements of account, ensuring timely and accurate communication with customers.
- Manage the process to review the client portfolio assigned to ensure that closed accounts are properly closed, ensuring compliance with applicable laws and regulations.
- Provide advice on Client Relationship Management Services as requested.

#### ***Monitoring and Reporting***

- Contribute to the preparation of the Client Relationship Management Branch's monthly performance report in the scorecard format, attend the monthly Branch strategy review meeting in discussing performance issues, ensuring there are diagnoses and corrective actions for any performance variances.

**SALARY RANGE: \$4,266,270 - \$5,737,658**

**Apply: [recruitment@slbj.com](mailto:recruitment@slbj.com)**