

Detailed Role Description

Job Title	Credit Risk and Recovery Officer
Department	Investments
Reports to	Investment and Portfolio Manager
Location	On Site-Mzuzu, Malawi
Role Profile	Early -Mid-level professional

Role Purpose

The Credit Risk and Recovery Officer reviews and analyses credit applications towards making informed decisions on credit and investment approvals. The CRRO monitors and analyze credit data for client investees to determine the risks involved in the loan access and evaluate the creditworthiness of existing clientele whilst providing recommendations. The CRRO develops and implement risk mitigation strategies and recovery approaches in cases where there are client investee defaults.

Scope of Responsibilities

Role Responsibility 1: Credit Risk Management

Key tasks:

- Assess and analyze credit applications to evaluate client investees creditworthiness and ensure compliance with the organization's credit policies
- Leading client due diligence and research by meeting and engaging potential clients
- Preparing necessary documentation and presenting reports supporting due diligence activities
- Coordinating analysis on the cost of debts/loans calculations.

Role Responsibility 2: Credit applications management

Key tasks:

- Assessing credit risks on submitted applications to highlight the risks of different credit decisions recommending for approval, rejection or adjustment in the credit amount of credit applications requested
- Justifying credit decisions in both written and verbal explanations
- Providing initial feedback on existing and prospective client requests to Loan Officers
- Providing constructive feedback to the Loan Officers regarding their work on credit applications ensuring quick response to clients on credit requests and updating credit application status daily
- Collaborating with key stakeholders internally and externally to set interest rates for different loan packages depending on a client's creditworthiness

Scope of Responsibilities

Role Responsibility 3: Debt Recovery Management

Key tasks:

- Prepare and circulate client investees daily, monthly, quarterly statement and file acknowledgement
- Identify bad debt and recovery approaches to recover outstanding loan payments with or without legal action
- Coordinate disposal of recovered assets
- Engage client investees to track the progress of their loan repayments
- Conduct spot checks and scheduled visits to track client investees
- Collaborate with the CEO and seek board approval for debt write off where necessary
- Provide advice for client investees on the consequences of non-payment and encourage timely repayments

Role Responsibility 4: Compliance and Ethical standards

Key tasks:

- Ensure all recovery interventions comply with the relevant laws, regulations and internal policies.
- Implement and maintain robust controls on risk management associated with debt recovery
- Conduct regular audits and reviews to ensure adherence to compliance standards
- Maintain accurate and up to date records of all recovery interventions and client engagement
- Adhere to all relevant laws, regulations and internal policies during collection activities
- Ensure compliance with the Emerge Fund Code of Conduct and ethical standards
- Stay Updated on changes in collection laws and industry best practices

Person Specification

Education and Certifications

Degree in business management/administration, finance, banking or its equivalent is desirable. Training on a wider range of micro finance products including loans, savings and insurance, compliance regulations.

Essential Experience

- At least 3 years of direct experience in financial services or holding a similar role
- Proven track record of managing successful risk and recovery operations
- Experience in the commercial lending sector is an added advantage

Person Specification	
<i>Essential Knowledge</i>	<ul style="list-style-type: none"> • In-depth understanding of business continuity and disaster risk management • Data analysis including financial analysis • Strong understanding in loan management, quality assurance, risk management and client engagement
<i>Essential Skills</i>	<ul style="list-style-type: none"> • Strategic and analytical thinking • Strong leadership and management • Excellent presentation, communication and negotiation • Networking, influencing and relationship building • Crisis management and conflict resolution • Planning, organisation, time management and coordination • Strategic direction and people management • Fluency in written and spoken English and native languages • Digital savvy (Microsoft packages, Digital marketing tools)
<i>Ability</i>	<ul style="list-style-type: none"> • Ability to work with minimal supervision • Able to work under pressure and under strict deadlines • Able to travel frequently
<i>Personalities and attitudes</i>	<ul style="list-style-type: none"> • Highly motivated • A self-starter • Creative • Positive minded • Mature and decisive • Influential



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About Emerge Fund

Emerge Fund is a newly established social impact acceleration fund (microfinance) investing in Malawian early stage and high growth enterprises with financial solutions amplifying their growth and success. Emerge Fund is a subsidiary enterprise under Emerge Livelihoods, a non-profit organisation in Malawi dedicated to amplifying social capital and leveraging technology for economic prosperity of individuals and communities. Emerge Fund is incorporated as a company limited by shares led by Emerge Livelihoods with support from OVO-Entrepreneurs for Entrepreneurs.

Emerge Fund seeks to provide affordable and tailor-made debt financing targeting enterprises contributing to climate adaptation efforts in Malawi and serve as an intermediary for diverse institutions exploring a portfolio of emerging enterprises led by men and women in both rural and urban areas across the country.

Prepared by:	
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