



PR/160516 | Manager, Collections

Job Information

Recruiter

JAC Recruitment Malaysia

Job ID

1600441

Industry

Bank, Trust Bank

Job Type

Permanent Full-time

Location

Malaysia

Salary

Negotiable, based on experience

Refreshed

July 28th, 2026 12:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Native

Minimum Japanese Level

None

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

Key Responsibilities

1. **Collections & Recovery**
 - Proactively contact customers via phone, SMS, and email to follow up on overdue payments.
 - Negotiate repayment arrangements and settlement plans with delinquent borrowers.
 - Drive timely recovery of outstanding loan balances to meet monthly collection targets.

2. Customer Communication

- Maintain professional, courteous, and respectful communication with customers at all times.
- Educate borrowers on repayment obligations and the implications of non-payment.
- Respond to customer inquiries regarding outstanding balances and repayment schedules.
- Manage daily call activities based on aging buckets and conduct site visits when required.

3. Compliance & Documentation

- Ensure all collection practices comply with regulatory requirements set by the Ministry of Housing and Local Government Malaysia (KPKT) and internal policies.
- Accurately record collection activities, payment commitments, and follow-ups in the system.
- Escalate complex cases, disputes, or suspected fraudulent activities to the supervisor.

4. Reporting & Monitoring

- Monitor daily collection performance and update reports on delinquent accounts.
- Track repayment commitments and follow up on broken promises.
- Support the preparation of collection reports for management review.

5. Portfolio Management

- Manage assigned delinquent accounts and prioritize collection efforts based on aging analysis.
- Collaborate with internal departments such as Customer Service, Credit, and Legal when required.

Job Requirements

- Minimum SPM, Diploma, or Degree in Business, Finance, or a related field.
- Prior experience in tele-collections, customer service, or call center operations is an advantage.
- Strong communication and negotiation skills

#LI-JACMY
#countrymalaysia

Notice: By submitting an application for this position, you acknowledge and consent to the disclosure of your personal information to the Privacy Policy and Terms and Conditions, for the purpose of recruitment and candidate evaluation.

Privacy Policy Link: <https://www.jac-recruitment.my/privacy-policy>
Terms and Conditions Link: <https://www.jac-recruitment.my/terms-of-use>

Company Description