



PR/160516 | Manager, Collections

募集職種

人材紹介会社

ジェイエイシーリクルートメントマレーシア

求人ID

1600441

業種

銀行・信託銀行・信用金庫

雇用形態

正社員

勤務地

マレーシア

給与

経験考慮の上、応相談

更新日

2026年07月14日 00:00

応募必要条件

職務経験

3年以上

キャリアレベル

中途経験者レベル

英語レベル

ネイティブ

日本語レベル

無し

最終学歴

短大卒：準学士号

現在のビザ

日本での就労許可は必要ありません

募集要項

Key Responsibilities1. 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

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会社説明