



PR/160763 | Associate / Senior Associate, 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

1600880

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07日 10:12

応募必要条件

職務経験

1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

Job Descriptions

Collections & Recovery

- Proactively follow up with customers via phone calls, emails, SMS, and other communication channels to recover overdue payments.
- Negotiate repayment plans and settlement arrangements with delinquent borrowers to achieve mutually acceptable outcomes.
- Meet individual and team collection targets while maximizing recovery rates and minimizing delinquency levels.
- Conduct regular account reviews and take appropriate actions to ensure timely payment collections.

Customer Management

- Maintain professional and effective communication with customers throughout the collection process.
- Address customer enquiries relating to outstanding balances, repayment schedules, and account status.

- Perform daily follow-ups based on aging reports and collection priorities.
- Conduct site visits when necessary to engage customers and support recovery efforts.

Compliance & Administration

- Ensure all collection activities are conducted in compliance with KPKT regulations, internal policies, and established procedures.
- Maintain accurate and up-to-date records of customer interactions, payment commitments, and collection activities.
- Identify and escalate complex cases, disputes, potential fraud, or high-risk accounts to the relevant stakeholders for further action.
- Ensure proper documentation and adherence to audit and regulatory requirements.

Reporting & Portfolio Management

- Monitor portfolio performance and proactively manage overdue accounts to improve collection outcomes.
- Prepare periodic collection reports and maintain accurate account records within the system.
- Analyze collection trends, aging profiles, and recovery performance to identify areas for improvement.
- Collaborate closely with Customer Service, Credit, and Legal teams to resolve cases and enhance overall recovery effectiveness.

Job Requirements

- Diploma or Bachelor's Degree in Business, Finance, Banking, Accounting, or a related discipline.
- Minimum 1–5 years of experience in collections, recovery, customer service, or credit management. Senior Associate candidates should possess more extensive relevant experience.
- Proficient in Microsoft Office applications and collection management systems.

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会社説明