

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
1621688

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11月10日 10:40

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
ネイティブレベル

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.
- Experience in tele-collections, customer service, or call centre operations will be an added advantage.
- Proficient in Microsoft Office applications and collection management systems.

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#countrymalaysia

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会社説明