

JOB DESCRIPTION	
Title: Debt Control Assistant	Supervisor Title: Debt Control Officer
Location: Nairobi	
OVERALL PURPOSE	Responsible to the Debt Control Officer, for the provision of technical and administrative support to the debt control section.
CORE DUTIES AND RESPONSIBILITIES	<ol style="list-style-type: none"> 1. Provide support to the Debt Control Officer in debt collection 2. Prepare remittance and debt movement schedules 3. Establish gaps in the contribution schedules and communicate the same to Sponsors. 4. Support the Debt Control Officer in the generation of Contribution Demand Notices. 5. Support the Debt Control Officer in the receipt allocations. 6. Debt collection e.g. loading of contributions and attending to the customer care front, sponsor visits, calling sponsors, etc. 7. Undertaking debt reconciliations and generating appropriate adjustments 8. Draft correspondences to debtors 9. Handle queries and promptly resolve enquiries and issues raised by debtors and sponsors. 10. Compute and generate penalty demand notices as requested. 11. Negotiate the recovery of debt, prepare and follow-up of debt repayment agreements and determine action within delegated limits. 12. Support in producing monthly statements to all debtors and send them to respective clients. 13. Perform any other duties that may be assigned from time to time

MINIMUM QUALIFICATIONS	<ol style="list-style-type: none">1. CPA II or Similar qualification2. A Bachelor's degree in Accounting, Finance or related subject.3. Professional training in debt control management.4. Minimum one years' experience in a collection / recovery role.
KEY COMPETENCIES	<ol style="list-style-type: none">1. Knowledge and understanding of the pensions industry.2. Knowledge of debt recovery procedures including legal procedures related to debt collection.3. Knowledge and understanding of the debt control processes and procedures4. Strong interpersonal, communication and reporting skills.