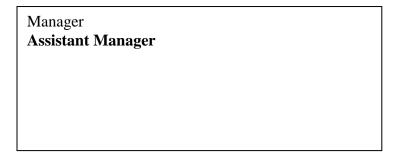
# JOB DESCRIPTION/JOB MODEL

NAME:	PERSAL NUMBER

# A. JOB INFORMATION SUMMARY

JOB TITLE	Assistant Manager: Debt Recovery
CORE	Economic Advisory and Support Personnel
JOB LEVEL	Level 9
DATE	07 June 2009
LOCATION	Bisho
COMPONENT	Financial Accounting Services
POST REPORT TO	Manager
JOB CLASSIFICATION CODE	Middle Management

### **B. HIERARCHICAL POSITION OF POST**



# C. JOB PURPOSE (Linked to Strategic Plan)

To assist in the management of effective debt recovery and administration and debt takeon.

D. MAIN OBJECTIVES (Key performance area (KPA's).

	MAIN OBJECTIVES	%
	Maintain and control of debt accounts.	30%
	Check that new debts have proper supporting documents before they are	
	captured and supervise capturing thereof.	
	<ul> <li>Monitor that suspense account remains nil every month end.</li> </ul>	
	<ul> <li>Check that debt reconciliation report is compiled every month end.</li> </ul>	
2	Manage the process of recovering debts	35%
	<ul> <li>Ensure that letters are developed and distributed to debtors in order to</li> </ul>	
	recover debts and make a follow-up after 30 days thereof.	
	<ul> <li>Ensure opening and proper filing of documents.</li> </ul>	
3	Handle the process of writing off irrecoverable debts.	35%
	<ul> <li>Identify potential write offs from the age analysis report and develop a</li> </ul>	
	detailed report on the reasons of his/her failure to make repayments	
	Submit this information to the Manager for the approval of debt write-off	
	Monitor the clearing of debt accounts	
	Handle of queries from all the debtors	

## E. DIMENSIONS OF THE POST

PERSONNEL BUDGET	EQUIPMENTS VALUE	STORES VALUE	BUILDING BUDGET

## F. PERFORMANCE STANDARDS & INDICATORS (Based on main objectives)

Performance standard (measurable outputs / end results) MAIN OBJECTIVES	Indicator (Indicating how well / if standards were achieved)
Maintain and control of debt accounts.	Journals
	Monthly report
Manage the process of recovering debts	No of letters distributed
	No. of people telephoned
Handle the process of writing off irrecoverable debts.	Filing System
	Memo/Reports Developed
	Reconcile Accounts
	Attendance to client queries

### G. OUTPUTS PROFILE

Key customers	Requirements	Outputs
Assistant Director	Report on progress / planning input	<ul> <li>Monthly reports</li> <li>Implementation of relevant policies</li> <li>Render Financial services</li> <li>Service reports</li> <li>Routine reports and notes</li> <li>Protocols</li> </ul>
Departmental staff/ colleagues	Teamwork, liaising, information-sharing to optimize Financial services rendered Good communication Feedback, referrals	<ul> <li>Routine memos and notes</li> <li>Technical guidelines</li> <li>Statistics</li> </ul>
Multi disciplinary staff members	Using multidisciplinary team to render support to the Financial management, Cooperation, support, referral	<ul> <li>Referral reports / file notes</li> <li>Regular meetings minutes</li> </ul>

#### **H** COMPETENCY PROFILE

Knowledge	Skills	Personal attributes	Learning field
Knowledge of Public Finance Management and Public Service Legislation, Regulations and Policies.	Good Communication skills; Report writing skills; Facilitation skills; Co-ordination skills; Liaison skills; Networking, Decision- making skills, Accounting skills	Responsiveness; Pro-activeness; Professionalism; Accuracy; Flexibility; Independent; Co-operative; Team player; supportive; compassion, empathy, patience	Understanding of the relevant Acts/prescripts and legislations
Knowledge in the application of Accounting Computer Systems	Good Communication skills; Report writing skills; Facilitation skills; Co-ordination skills; Liaison skills; Networking , Decision- making skills, Analytical thinking, Accounting skills	Responsiveness; Pro-activeness; Professionalism; Accuracy; Flexibility; Independent; Co-operative; Team player; supportive compassion, empathy, patience;	National Diploma with Accounting /IT related Qualification (3yrs)  Two to Five years experience required  Training in ethics  Ability to collect and collate data  Demonstrative ability to apply finance for planning, ability to work under pressure;  Continuous professional and ethical behavior

### I. INDIVIDUAL DEVELOPMENT PROGRAMME (PRIORITY)

\*\*\*\* IT WOULD DEPEND ON THE INDIVIDUAL DEVELOPMENT PRIORITIES

#### J. CAREER PATHING

- J.1 PROMOTION TO THE NEXT HIGHER POST
- 1. Next higher post: Manager
- 2. Nature of work in next higher post: -As required in the higher post

#### K. AMENDMENTS TO THE JOB DESCRIPTION

The Head of Department or his/her nominee reserves the right to make changes and
alterations to this job description, as he/she deem reasonable in terms of changes in the job
content in line with the strategic objectives of the Department, after due consideration with the
postholder.

### L. PERFORMANCE INSTRUMENTS

 The performance instrument of the postholder, should be read as an extension of this job description.

## M. JOB DESCRIPTION AGREEMENT

• We, the undersigned agree that the content of the completed Job Description/Job Model gives an accurate outline and picture of the job as expected from the incumbent in this job:

SUPERVISOR:	JOB INCUMBENT:	
RANK: Manager	RANK: Assistant Manager	
DATE:	DATE:	
ACCEPTED	SIGNATURE:	
Additional comments/proposed time of revision of this job description:- only if there are changes in the job content.		
Date of revision:		