

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**

<p>Manager  <b>Assistant Manager</b></p>
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**C. JOB PURPOSE (Linked to Strategic Plan)**

**To assist in the management of effective debt recovery and administration and debt take-on.**

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

	MAIN OBJECTIVES	%
	<p><b>Maintain and control of debt accounts.</b></p> <ul style="list-style-type: none"> <li>• Check that new debts have proper supporting documents before they are captured and supervise capturing thereof.</li> <li>• Monitor that suspense account remains nil every month end.</li> <li>• Check that debt reconciliation report is compiled every month end.</li> </ul>	30%
2	<p><b>Manage the process of recovering debts</b></p> <ul style="list-style-type: none"> <li>• Ensure that letters are developed and distributed to debtors in order to recover debts and make a follow-up after 30 days thereof.</li> <li>• Ensure opening and proper filing of documents.</li> </ul>	35%
3	<p><b>Handle the process of writing off irrecoverable debts.</b></p> <ul style="list-style-type: none"> <li>• Identify potential write offs from the age analysis report and develop a detailed report on the reasons of his/her failure to make repayments</li> <li>• Submit this information to the Manager for the approval of debt write-off</li> <li>• Monitor the clearing of debt accounts</li> <li>• Handle of queries from all the debtors</li> </ul>	35%

**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) <b>MAIN OBJECTIVES</b>	Indicator (Indicating how well / if standards were achieved)
<b>Maintain and control of debt accounts.</b>	Journals Monthly report
<b>Manage the process of recovering debts</b>	No of letters distributed No. of people telephoned
<b>Handle the process of writing off irrecoverable debts.</b>	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 style="list-style-type: none"> <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 style="list-style-type: none"> <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, Co-operation, support, referral	<ul style="list-style-type: none"> <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:	