



# Are you driven by ambitious goals for your future?

Seylan Bank, one of the most progressive Banks in the country, is seeking a competent and forward thinking person to fill the following vacancy. This is your opportunity to join our dynamic team and move towards your career goals.

## Field Recovery Officers

### Job Responsibilities

- Conduct regular customer visits to collect overdue payments and perform on-field investigations to locate and engage with defaulted customers.
- Follow up on all accounts/customers who are in arrears/default stage.
- Responsible for recovery of loans and advances in default stage.
- Recover overdue loans and debts through effective communication and negotiation.
- Prepare weekly and monthly reports on field recovery, and update and maintain accurate records of account status.
- Responsible for achieving assigned monthly collection targets.
- Refer customers to Mediation Board when needed and represent the Bank at the Mediation Board.

### The Person

- A minimum of 5 - 6 years experience in a financial organization out of which 4 years in recoveries.
- Excellent customer service and relationship management skills.
- Negotiation and time management skills.
- The person should have an aggression for recoveries and should be able to work independently.
- A recognized qualification in Banking/Finance/Marketing will be an added advantage.

If you fulfill the above criteria, we invite you to e-mail your CV along with a recently taken photograph to [careers@seylan.lk](mailto:careers@seylan.lk) within 7 days of this advertisement.