

**Ground Floor, Options  
Building,  
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**Registration Number: 66594**

### **Terms of reference for Collections Officer (Intern)**

The Collections Officer will report to the Operations Manager. She/He will be responsible for loans repayments collection, other revenue generated by the company and keeping proper records of all funds received by the company. The officer will also be responsible for sales targets and will thus work closely with Sales Agents to ensure the company meets its Sales targets.

### **Key duties and responsibilities;**

- Ensures that clients repayments reports are up-to-date.
- Make calls to clients whose repayments are overdue.
- Liaise with security providers to ensure that security provided has surrender value and that the policies so ceded have cash value.
- Liaise with private companies whom we have payroll deduction arrangement with to ensure that the names of loan applicants are submitted in time and the repayments are made.
- Prepares sales targets in collaboration with Operations Manager.
- Supervises Sales Agents to ensure that sales targets are met and the company generates projected income to ensure that it becomes profitable.
- Checks loans applications to ensure that affordability results are positive before submitting it for approval.
- Manages digital advertisement channels which includes Facebook page communication, WhatsApp business account communication and website communication.
- Assists loan officer with loan applications when there is a need.
- Prepares returns to be submitted to Central Bank in collaboration with Operations Manager.
- Any other duties as may be requested by Management.