



Chai Savings and Credit Co-operative Society Ltd is a leading DT Sacco with fully-fledged Branches in Nairobi, Litein, Mombasa, Nkubu, Silibwet and Kisii, and Satellite Offices in Olenguruone, Othaya, Kutus, Kangari, Kapsabet, Nyamira, Maua and Embu. We are looking for self-driven and result oriented person to fill the following position.

LOAN RECOVERY MANAGER JOB ADVERT	
1. Job Profile	
Job Title:	Loan Recovery Manager
Status	Three Years Contract
Duty Station	Head Office-Nairobi
Reporting to	Head of Finance and Credit
Division/Department	Finance and Credit
Directly Supervises	Senior Loan Recovery Officer
2	Purpose of the Job
The overall purpose of the job is to oversee the operations of the loan recovery section and ensure policies are adhered to with an aim of improving SACCO's liquidity and PAR	
3.	Duties and Responsibilities
a. Developing, documenting, implementing and maintaining and recovery strategy. b. Identifying, assessing and evaluating risk areas in recovery and making appropriate recommendation for improved collections of SACCO's funds c. Identifying key risks that are associated with collaterals, assessing those risks, and establishing the best practices to counter and ensure effective collections. d. Working with other players in the market with a view to enforcing recoveries from members with default e. Preparing accurate and timely monthly reports, clearly indicating performance and delinquency levels f. Loan default management – ensure timely collection and recovery of Society's funds g. Refer matters to the Co-operative tribunal process, participation and provision of required documents/information h. Management of CRB listing and ensure loans are listed appropriately, information sharing and reference i. Debt collection management including effective allocation of accounts for debt collection, reviewing debt collection performance both internal and external and making necessary recommendations. j. Perform any other duty as assigned from time to time	
Managerial Roles and Responsibilities	
a. Oversee all loan recoveries by monitoring default and instituting recovery measures b. Developing and maintaining sound recovery systems and reporting formats c. Timely monitoring of PAR and provisioning d. Timely reconciliation of station accounts e. Identifying and recommending loans for write off f. Ensuring effective disposal of securities for loan recoveries g. Address all recovery system modules and updates h. Ensuring all contracts and SLA's with service providers are up to date i. Developing and implementing loan recovery management controls j. Preparing management reports related to loan recoveries k. Participating in preparation and implementation of the Strategic Plan l. Educating staff in the department on the recovery policy	

- m. Supervising, training, and appraising staff

Operational Roles and Responsibilities

- a. The loan recovery officers adhere to the default management policy on recoveries
- b. Supervise and advise the recovery officers on any matters regarding recoveries
- c. Timely submission of all loan's recovery reports
- d. Liaising with debt collectors, auctioneers and lawyers on accounts that have been handed over
- e. Managing escalated customer inquiries and complaints pertaining to loans recoveries
- f. Approving of loan restructuring and rescheduling of loans
- g. Oversee bimonthly recovery meetings for all branches
- h. Supervise on status update of member accounts
- i. Hold monthly meetings with the management and board on recovery related matters.

4. Job Specifications

Education

- Bachelors degree in Business or related field
- CPA (K)/ACCA/CCP Qualification
- A Master's degree in a Business related field is an added advantage
- Membership in a professional body
- Practicing certificate

b. Skills Required

- Good communication skills
- Excellent interpersonal skills
- Well organized
- Honesty and integrity
- Team player
- Exhibit willingness to learn new processes and procedures to make work efficient
- Computer literacy skills with experience working with Accounting Packages
- Demonstrated experience in Microsoft Office, Spreadsheet applications and computerized accounting systems
- Strong advisory and analytical skills
- Fluent in English with excellent communications, presentation and interpersonal skills

Minimum Experience Required

- 5 years work experience

Interested candidates who meet the set criteria to submit their application letter together with detailed curriculum vitae with at least three contacts of professional referees, copies of academic and professional certificates to:

The HR & Administration Manager,
Chai SACCO Society Ltd,
P.O Box 278-00200, Nairobi.

All applications should be submitted on email: hr@chai-sacco.co.ke with subject heading clearly marked “**Loan Recovery Manager**”. The candidate must also attach a summary of their data as per attached data summary sheet available at www.chai-sacco.co.ke/careers (Summary data sheet **MUST** be filled in MS word format and sent as MS word format. i.e Do not scan it) Application deadline: Wednesday 19th November 2025 at 4:00pm