



## POSITION VACANCY

### Collection Officers

**SCOTIABANK TRINIDAD AND TOBAGO LIMITED** - part of a global network committed to customer satisfaction, employee dedication, shareholder confidence and a leader in the provision of financial services – is seeking to hire suitable candidates as **Collection Officers**.

#### Job Summary:

The **Collection Officer** is responsible for maximizing collection recoveries on assigned accounts while minimizing collection costs and loan losses. The incumbent conducts timely and effective collection follow-up/activity on assigned retail accounts in varying stages of arrears, and on accounts where the potential for risk to the Bank has been posed. The incumbent is expected to use a great deal of creativity and inspiration in the management of problem accounts, in keeping with the Bank's guidelines, so as to effect customer cooperation and protect the Bank's interest.

#### Responsibilities Include:

- Effect collection activity, providing the Bank with optimal delinquency ratios and loan loss levels.
- Contribute to the overall business objectives of the Unit in maintaining operational effectiveness.
- Ensure the delivery of Customer Service fosters overall Customer/Branch satisfaction consistent with Scotiabank Service Standards.
- Perform other related duties as assigned.

#### The ideal candidate should possess:

- A minimum of one (1) year experience in Collections.
- Post-secondary education - e.g. University Degree, AICB, AIBTT
- Working knowledge of legislation and legal proceedings
- Proven communication skills to optimize collection effectiveness.
- Demonstrated leadership skills
- PC literacy and have the ability to work comfortably using Microsoft Suite.
- Organizational and motivational skills
- Very good negotiation and analytical skills
- Very good written skills
- Must be willing to work on public holidays or extended hours as required.

#### If you meet the above requirements please apply to:

**Career Opportunities: Collections Officer**  
**c/o General Manager – Human Resources**  
**Scotiabank Trinidad and Tobago Limited**  
**P.O. Box 621**  
**Port of Spain**

**Or e-mail your resume to: [tt.hr@scotiabank.com](mailto:tt.hr@scotiabank.com)**

**Please include: APPLICATION: COLLECTION OFFICERS in your subject line**

Your comprehensive resume should be received no later than September 14, 2012.

All applications will be treated in the strictest of confidence.

We thank all interested applicants: however, only short listed candidates will be contacted.