Recovery Officer Job Description

Job Title: Recovery Officer
Reports To: Manager Recovery
Function Level: Recovery Officer

Basic Purpose: Management of defaulted borrowers by devising strategies to ensure maximum recoveries/collections. Ensuring timely and cost-effective recovery actions to maximize bank profit while working closely with business teams, legal teams, and stakeholders to improve recovery rates.

Main Duties and Responsibilities

- Review customer cases and devise strategies to maximize loan collection.
- Advise supervisors and management on the best recovery strategies.
- Review and visit collateral for defaulted customers and determine recovery actions.
- Institute recovery action on all defaulted accounts as required.
- Ensure timely actioning of accounts to maximize recoveries and achieve targets.
- Develop and implement recovery action plans for assigned accounts.
- Identify settlement opportunities and follow procedures to conclude settlements.
- Mentor and supervise junior staff.
- Ensure compliance with bank policies, procedures, and governing laws.
- Follow up with external collection agents such as auctioneers and debt collectors.
- Provide weekly and monthly recovery progress reports.
- Ensure compliance with statutory and regulatory requirements.
- Adhere to bank policies and procedures.
- Refer insurance claims, insolvencies, tracing matters, investigations, and repossession recommendations to the supervisor in a timely manner.

Qualifications & Experience

- Bachelor’s degree in business, Finance, Economics, or related field.
- Proven track record of achieving deposit growth targets.

Skills & Competencies

- Strong sales & relationship management skills.
- Excellent interpersonal and client management abilities.
- Results-driven and commercially focused
- Understanding of SME business operations and cash flows
- Good negotiation and problem-solving skills

Behavioural Attributes

- Results-oriented and proactive
- Customer-centric mindset
- High integrity and compliance awareness
- Strong execution and follow-through
- Ability to work under pressure and meet targets

If you believe you can clearly demonstrate your abilities to meet the criteria given above, please submit your job application cover letter along with a detailed resume, copies of the relevant certificates and testimonials in a single PDF file format, quoting the respective Job title or Ref no. in the subject field to <u>**TZRecruitment@equitybank.co.tz**</u> by **Wednesday 19th August 2026.**

Only short-listed candidates will be contacted.

Equity Bank is an equal opportunity employer. We value the diversity of individuals, ideas, perspectives, insights and values, and what they bring to the workplace.

By submitting your application, you consent to Equity Bank Tanzania Limited collecting and processing your personal data strictly for recruitment, selection, and, where applicable, employment purposes. Equity Bank Tanzania Limited will process your personal data in accordance with the Data Protection and Privacy Act, Cap 97, and its Data Privacy Policy. Your personal information will be treated with the highest level of confidentiality and will not be shared with unauthorized third parties, except where disclosure is required by law or regulatory obligation".