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future in Communication

VACANCY ADVERT – SENIOR MANAGER, CREDIT CONTROL

Position: Senior Manager, Credit Control

Department: Customer Service

Report to: Director, Customer Services

Applications are invited from suitable qualified Gambians to fill the vacant position of Senior Manager, Credit Control

Job Summary

The Senior Manager Credit Control is responsible for assessing credit applications and adhering to company payment policies. The duties shall include evaluating financial records to determine an applicant's eligibility, contacting customers or clients to notify them of missed payments and coordinate with marketing sales and finance department to determine payment protocols.

The Senior Manager Credit control job description typically includes: Creating procedures and policies that ensure timely payments while maintaining a high level of customer retention. Reconciling complex accounts that have been escalated and monitoring debtor balances to ensure reduction in debtors. He/She shall also responsible for managing a team that recovers unpaid monies owed to the company. The debts may be from either business (commercial collection) or individuals (consumer collection).

Reports directly to the Director Customer Services. In his/her leadership role he/she will develop people, manage their performance and ensure that the conditions for success are in place. Ultimately, He/She will be responsible for ensuring that the organization is delivering for customers, upholding the Intuit brand, providing a positive employee experience and maximizing revenue while managing costs, regardless of whether the services are delivered through internal resources or outsourced business partners. He/She will be responsible for but not limited to the following

Key Duties and Responsibilities:

- Develop and monitor a credit control system in collaboration with sales, marketing, finance and executive team members.

- Establish policies that follow customer service best practices while ensuring customers submit payments on time.
- Check consumer credit reports, approve or deny applications and communicate decisions to the appropriate personnel in a timely manner.
- Negotiate and manage bad debt provisions and setting up of payment plan with customers and maintain a regular analysis of the credit-control system and implement changes as needed to reduce bad debts.
- Report any payment issues to management or the appropriate team.
- Manage a team of Credit Control Officers
- Formulation of the company's credit policy to mitigate unnecessary risk and reviewing credit applications and credit references to set credit limits and ensure credit worthiness.
- Review and report on Aged Debtors
- Follow up on overdue invoices and payments and implement company collections procedures as necessary.
- Look for ways to improve debt collection processes.
- Making appropriate decisions between the best solution for the customer and the best solution for Gamtel.
- Developing and applying highly effective team operating mechanisms to achieve their business objectives
- Maintaining a strong level of performance against key business unit goals.
- Driving results across organizational boundaries and ensuring the right resources from the right disciplines are involved.
- Ensuring speed, quality and shared vision by getting the right people involved in decisions.

Qualification and experience

Applicants must possess a recognized CIM Level 6 (Intermediate) Diploma in Professional Marketing, Master's Degree in Marketing/Business Management or equivalent in a related field, with at least 3 years' relevant work experience.

skills and Core Competences

- Applicants must be computer literate
- Be innovative and assertive
- Ability to work under pressure and in teams
- Ability to meet critical deadlines
- Must be below 50 years of age
- Ability to work outside of the normal working ours

Salary: the salary attached to the position is category I Grade C Base of the Company's Pay Scale.

Closing date

Interesting applicants should submit a cover letter, curriculum vitae with two referees and photocopies of relevant certificates no later than Friday, 15th July, 2022.

Director Human Resources
Gambia Telecommunication Company Limited
GAMTEL House
P.O. Box 387
Banjul

Only short-listed candidates will be contacted for interview.

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