



Consolidated Bank of Kenya Ltd is Kenya's SME bank of choice that provides flexible financial solutions that support our customers in achieving success. The Bank is well positioned, with presence in majority of the country's business hubs to continually offer pleasant and convenient services. We seek to recruit a high caliber, results oriented and self-driven individual to fill the position of **Debt Recovery Officer**.

## **DEBT RECOVERY OFFICER**

### **Job Purpose**

Reporting to the Debt Recovery Manager, the Debt Recovery Officer will be responsible for managing the non-performing asset portfolio of the Bank. The job will entail debt recovery, debt collection, debt monitoring, debt restructure, client visit, preparation of NPL reports and proper documentation and attending to court matters.

### **Key Responsibilities**

- Facilitate and negotiate amicable resolutions in Recoveries for the assigned portfolio/branch.
- Coordinate contacts with debtors for the portfolio/branch assigned and make client visits.
- Where security has been provided or otherwise, liaise with the Debt Recovery Manager to institute recovery proceedings against the clients and oversee the follow up of repossession agents to ensure quick turnaround time on all repossession orders issued.
- Recommend to Manager Recoveries the engagement of the services of an investigator in the event of non-payment to ascertain other client assets that may be used to realize a shortfall arising from a terminated contract.
- Liaise with other service providers such as Debt Collectors, Lawyers, Auctioneers and Private Investigators for follow up of instructions issued to them.
- Work closely with the Legal department in the issuance of Statutory notices.
- Maintain updated debtors' files with notes on all correspondence, meetings and telephone conversations.
- Where necessary, represent the Bank as a witness during court hearings and provide all the necessary support to lawyers acting for the Bank.
- Review of Provisions & Interest Suspense on Sub-Standard, Doubtful & Loss Accounts - (In conformity with prudential guidelines).
- Ensure all the classifications are in line with prudential guidelines requirements.
- Ensure that quality and timely periodic reports are prepared for management review.

## Qualifications and Competencies

- Holder of a bachelor's degree in Law, Finance, Commerce, Economics Accounting, Banking or any business related field.
- Possession of professional qualifications in Law, Credit Management and Debt collection will be an added advantage.
- Should have at least three years' experience in debt recovery in a Bank or Financial Institution.
- Should have thorough knowledge of legislation relating to lending and lending portfolio management.
- Should have excellent knowledge of data analysis and Microsoft Excel skills.
- Should have excellent inter-personal, communication and negotiation skills.
- Should have excellent planning, organization, problem solving and analytical skills

## Method of Application

Please note that applications with the position applied for clearly indicated on top of the envelope together with a detailed Curriculum vitae and copies of academic and professional certificates, should be **HAND DELIVERED** or sent through **COURIER/POST OFFICE** to the Bank's Head Office located at Consolidated Bank House, Koinange Street, 6<sup>th</sup> Floor on or before **Tuesday, 26<sup>th</sup> May 2026** at **5.00 pm** and addressed to:

**The Head of Human Resources  
Consolidated Bank of Kenya Limited  
P.O. Box 51133 - 00200  
NAIROBI**

*Consolidated Bank of Kenya Limited is an equal opportunity employer. Women and persons with disabilities are encouraged to apply.*