

Credit Solutions Specialist – Extra Care



Purpose

Provide pro-active support to customers who are experiencing financial stress through managing and minimising loan arrears and other forms of credit control activity. Apply a customer centric 'solutions' focus that seeks to provide timely intervention, appropriate strategies, and effective actions, to achieve account management rehabilitation. Where meaningful and sustainable arrangements cannot be achieved, continue to provide support which seeks to balance both Bank and customer outcomes.

Role dimensions

- **Reports to:** Credit Solutions Manager
- **Department:** Customer Solutions and Service
- **Job family:** Technical Specialist
- **Location:** New Plymouth
- **Direct Reports:** 0
- **Financial Authority:** No

Person specifications

- Previous experience in a Credit Control role, preferably with vulnerable customers.
- Five years in banking or financial services.
- New Zealand Certificate in Financial Services L5
- An understanding of relevant legislation (e.g. Property Law Act, Personal Property Security Act, Credit Repossessions Act, CCCFA, AML and Privacy Act).
- Certificate in Credit Administration (Level 3) or similar

Role specific areas of responsibility

- Identify the cause of an individual delinquency and develop an appropriate and effective management strategy tailored to the customer's individual situation in order to resolve problematic accounts.
- Understanding the lending principles and practices at TSB to ensure appropriate restructuring solutions or payment suspensions are put in place for the benefit of both the customer and the Bank.
- Working with external professionals, including Solicitors, Accountants and Registered Valuers to achieve a balanced outcome for both the customer and the Bank.
- Build relationships with customers by exercising strong communication and negotiation skills to achieve the best possible outcome for both the customer and the Bank.
- Ensuring compliance with relevant legislative requirements including but not limited to, CCCFA, Property Law Act and the Code of Banking Practice.
- Taking appropriate and timely action on arrears and other Credit Control issues for customers deemed as vulnerable.
- Manage insolvent customers, register claims and prepare documents for Bankruptcy and court seized securities.
- Manage write-offs and recoveries including general ledger reconciliations, preparation of documentation and lodgment of bad debts with collection agencies and preparation of documentation required for legal recovery process and the instruction of external parties to take recovery action.
- Identify best practice changes to Credit Solutions policies, processes, documentation, systems and reporting tools to improve performance.

From time to time, there may be an additional activity not contained within this position description that the appointee is to complete in the interests of the appointment and their own personal development.

This position description provides a broad overview of responsibilities. The position description is a living document, and the Bank reserves the right to amend from time to time as required.