



**CARITAS MICROFINANCE BANK LIMITED
JOB ADVERTISEMENT
VACANCIES OCTOBER 2025**

Caritas Microfinance Bank is the fastest growing Micro Finance Bank in Kenya whose vision is 'The Household Bank that Adds Value to All'. As part of our expansion strategy, we are seeking competent and qualified staff to fill the following position:

DEBT RECOVERY OFFICER

JOB PURPOSE

To assist in executing debt recovery strategy in reducing the Non-Performing Accounts (NPA) portfolio at the same time report on NPAs (Write offs, Collections, Security Cover etc.) on a regular pre-determined basis

KEY RESPONSIBILITIES

- Keep tracking outstanding debts.
- Plan course of action to recover owed money.
- Locate and contact debtors through structured field visits.
- Negotiate payoff deadlines and payment plans, enforce remedial measures such as restructuring or legal action to be undertaken.
- Handle customers' questions or complaints.
- Identify gaps in the system and recommend solutions.
- Build trust with debtors.
- Update account status and database regularly.
- Comply with requirements when legal action is unavoidable.
- Keep updated records of debtors unwilling or unable to pay and report to supervisor on the same.

QUALIFICATION AND EXPERIENCE REQUIREMENTS

- Degree in a Business Management, Accounting, Finance or Business Administration.
- Professional banking qualifications will be added advantage.
- 2 years' work experience in a bank as a debt collector will be added advantage.
- Experience in working with targets and tight deadlines.
- Knowledge of relevant legal requirements
- Good knowledge of MS Office and databases
- Good negotiation and persuasion skills
- Team player
- Good time-management skills
- Great interpersonal and communication skills.
- High integrity.

Interested candidates who meet the criteria above are encouraged to send their application letters and detailed CVs to: Email: recruitment@caritas-mfb.co.ke.

Kindly indicate the position title on the subject line when applying.

Closing date for application will be **3rd November 2025**. Only shortlisted candidates will be contacted. For more information, please visit <https://www.caritas-mfb.co.ke>